

Doug Watola

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Professional Experience

Infrastructure Services Architect Nov. 2017 - Present

- Currently working on the SoCo Gas Data Center Consolidation Project. I helped application owners navigate Southern Company IT processes and practices to get their applications to run under existing standards. Implement key consolidated IT infrastructure to support application migrations.
- Worked with an outside group on a DR modernization consulting engagement to develop a new strategy, develop the Mainframe DR services RFP, and worked on other risk/compliance efforts.

Infrastructure Management Engineer Sept. 2015 – Nov. 2017

- Collaboratively worked with multiple business units to provide technical input to the Southern Gas Infrastructure Monitoring Project.
- Conducted a POC of the IBM Tivoli Network Manager application and verified network mapping functionality, contextual presentation of event data and root cause analysis.
- As part of the LTE router implementation for SCADA, I worked to implement GE PulseNet configuration management and auto-provisioning applications.
- Conducted a detailed evaluation of Nokia SAM by collaboratively outlining requirements, developed a test plan, facilitated an evaluation workshop, and documented results.
- Provided input to the Service Monitoring Strategy, developed evaluation questions and facilitated vendor meetings to gather information concerning technical capabilities. Performed an evaluation of machine learning processing of event data using Moogsoft.

IT Systems Engineer Feb. 2008 – Sept. 2015

- Provided engineering for Enterprise Solutions applications like Maximo and Oracle E-Business. Worked to size systems to meet performance requirements while minimize licensing costs.
- I have been involved with various Java EE application implementations. I have worked with WebLogic, WebSphere, JBoss, and Tomcat.
- Assisted with the implementation of new or replacement systems by performing bench project management and coordinating infrastructure integration tasks.
- Consulted with business units on how our systems can facilitate their applications. Some critical applications that I have worked on include SPC Maximo, TCMS, Primavera, and Southern Nuclear plant databases.

- Assisted business units with determining cost options for their system infrastructure and provided budget projections that consider system lifecycle management.
- I worked to create business cases and outline the budget impact for the following projects: Unix Shared Environment, Atlanta Web Farm expansion, and F5 Lifecycle Management projects.

Infrastructure Operations Center Mar. 2005 – Feb. 2008

- Supervised a multidiscipline technical team - 14 people in Tier II
- Supervise a 24/7 team handling Transport, SCADA, and Networks – 15 people IOC Frontline
- Communicated performance expectations of team members, provide supportive feedback, conducted performance reviews, and occasionally manage discipline issues
- Implemented a formal process improvement on case handoffs between Tier II and the Infrastructure Support groups. Worked to get the adoption on how request cases should be routed in Infrastructure Services.
- Conducted and participated in post critiques of high severity infrastructure problems
- Worked as the IOC Manager on Call, coordinating the response to high severity infrastructure problems
- Worked to enhance the IOC partnership with the Help Desk, Field Operations, and Infrastructure Services. Worked to influence the Infrastructure Operations group to implement a new trouble handover process.
- Completed organization changes to enhance the frontline support for DSCADA and Southern LINC
- Worked storm duty during Hurricane Katrina where problems were tacked in the IOC to minimize telecommunication outages

IT Security Oct. 2000 – Mar. 2005

- Collaboratively created and facilitated the adoption of security standards for UNIX, Windows Servers, and Web systems.
- Develop the Network Connectivity security policy, extensively communicated the implications to various business units and IT support groups.
- Develop a vulnerability management program at Southern Company. This included:
 - o Creation of the Critical Risk Index metric where vulnerabilities were discovered, tracked, and resolved. Exercised a process where multiple departments were working on mitigating critical security vulnerabilities. I communicated the progress and approach to reduce the attack surface of Southern Company.
 - o Tracked security vulnerability bulletins and communicated that information to various groups in IT.
- Worked on the GENGuard team examining security vulnerabilities with generation control systems and business networks.

- Participated in a comprehensive IT security assessment of Nuclear Power plant assets.
- Supported and documented SOX controls by process implementations and audits.

Network Engineer Oct. 1997 – Oct. 2000

- Consulted with customers concerning their network needs, provided operations with engineering documentation and support. Communicated budget requirements, created and tracked capital work orders, and in some cases created RFPs for competitive bids.
 - o Router replacement project (Y2K resolution)
 - o Customer Care Center network engineering and implementation
 - o Georgia DSCADA network implementation
- As a team lead in Network Engineering, I worked on developing the abilities of our Co-Ops and performed their performance appraisals. Made training recommendations for new engineers and assisted with their transition to our team.
- Worked on a team that evaluated the network market and developed a strategy for network switching platforms and voice over IP switching. Managed vendor relationships and worked multiple technology evaluations and RFPs.

Southern LINC Mar. 1994 – Oct. 1997

- Worked in the Regional Switching Office troubleshooting T1 circuits, Base Site Controllers, Digital Cross-Connect Switches, and Packet Switches (Frame Relay).
- Participated in the capacity upgrade project for the 1996 Olympics
- Coordinated maintenance efforts for Georgia LINC sites including tower lights, generators, and lease facility issues.
- Site owner for LINC EBTSS in the Atlanta Metro area.

Georgia Power IT Client Services Sept. 1991 – Mar. 1994

- Performed basic maintenance and configuration on Telephone switches, PhoneMail, and Tandem Switching. Installed and maintained telephony trunk circuits.
- Provide workstation and telecommunications support for clients at Forest Park.

Education

Master of Business Administration – Kennesaw State University

Bachelor of Science in Electrical Engineering Technology - Southern Polytechnic State University

Georgia Tech Data Analysis Bootcamp – Currently Attending

Toastmasters

Competent Communicator & Leadership Track
Team Collaboration Pathway

Systems/ Security Training

Microsoft Azure Administration
AWS Essentials
Google Cloud Engineering
Microsoft System Center Operations Manager
Microsoft System Center Orchestration
Puppet Labs – IT Automation Software
Solaris and RedHat System Administration
VMWare System Administration
Active Directory Planning and Implementing Services
WebLogic and WebSphere Application Server Administration
F5 Application Delivery (Local and Global Traffic Management)
Check Point FW-1 & Nortel Contivity Virtual Private Network Switch
Network and Web Application Vulnerability Assessment
SANS- Intrusion Detection

Network Training

Network Analysis

- LAN and WAN Technology
- Network Troubleshooting
- Multiprotocol Analysis

Network/Telecommunications Protocols and Standards
Nortel & Cisco Router Configuration
Advanced IP Routing
Network Switching

Electronics/Telecommunications Training

Electronics Technician (U.S. Navy)

- Advance Electronics
- Communications
- Radar

HF Communication Systems
Satellite Navigation
ROLM 9751 Switch/PhoneMail Configuration and Maintenance
T1, T3, and SONET Networking

DAC: Alcatel 1630, DNX-11
Stratacom Packet Switch