

# BRANTLEY PEERS

Miramar, FL

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## PROFESSIONAL SUMMARY

Experienced IT professional with over 20 years specializing in cloud architecture and infrastructure, with a focus on AWS/Azure cloud. Proven record in leading large-scale cloud migration projects, enhancing cloud security and governance, and driving modern technology adoption. Demonstrated ability to collaborate in global teams, fostering a culture of growth, innovation, and continuous learning.

## KEY SKILLS

- Cloud Infrastructure Architecture
- Complex Network Design
- Datacenter and Cloud Migrations
- Technology Cost Management
- Technical Documentation
- Disaster Recovery Planning

## EXPERIENCE

8/2024 – PRESENT

### VP, DIGITAL INNOVATION, SUPPORTNINJA

As VP of Digital Innovation, I lead efforts to drive the company's digital transformation initiatives, leveraging cloud technologies and innovative solutions. With a focus on aligning digital strategy with business goals, I foster operational efficiency and process improvement through advanced architecture and collaborative leadership.

- Lead cross-functional teams, including Solutions Architecture & Engineering, Application Development, and Process Improvement & Tech Enablement, to drive digital transformation.
- Leverage cloud technologies, serverless, and microservices architecture to deliver cost-effective solutions that enhance operational efficiency.
- Apply Lean Six Sigma principles to streamline processes and foster continuous improvement.
- Focus on aligning digital initiatives with business goals to drive innovation and optimize performance.

5/2024 – 8/2024

### VP, TECHNOLOGY ENGINEERING & ARCHITECTURE, ARISE

I spearhead the strategic direction and operational excellence across all technology domains, including Networking, Systems, Cloud (AWS/Azure), and Data/BI. I lead a dynamic and talented team dedicated to innovating and optimizing our technology infrastructure to bolster and advance our business operations.

**7/2021 – 5/2024**

**HEAD OF CLOUD ARCHITECTURE, ARISE**

Envision, build, and lead a team of technology architects and vendors in the ongoing optimization of the Arise technology platform. By migrating from legacy datacenters to AWS Cloud, I have successfully implemented strategies that significantly reduce operational costs while enhancing reliability, security, and scalability for both internal and external customers.

Key Achievements:

- Orchestrated the transition from legacy datacenters to AWS Cloud, resulting in substantial cost savings and improved operational efficiency.
- Leveraged a wide range of AWS services, including EC2, S3, VPC, Transit Gateway (TGW), Direct Connect (DX), Gateway Load Balancer (GWLB), Global Accelerator, Lambda, Route53, Shield Advanced, WAF, ALB, ACM, ECS, Fargate, RDS, AppStream, and Workspaces, to build cost-effective and scalable solutions.
- Implemented Infrastructure-as-Code (IaC) using GitHub and Terraform Cloud, streamlining deployment processes, and reducing manual intervention.

**8/2020 – 7/2021**

**SR. DIRECTOR, TECHNOLOGY OPERATIONS, OMNI INTERACTIONS**

Overall responsibility for the IT Organization. Partnered with C-Suite to lead company in growth and modernization of the technology practice. Cloud infrastructure based on Azure.

- Building, mentoring and prioritization of IT Engineering and Help Desk Team
- Solution Architecture and vendor assessment activities (RFP/RFI/PoC)
- Responsible for all IT Vendor, contract, and budget management.
- IT Roadmap aligned to guiding principles with gap analysis and action planning.
- Research emerging technology and industry developments for competitive advantages
- Maintain and improve information security standards in compliance with PCI/HIPAA.
- Participate in presales and customer onboarding activities to ensure success.

**3/2018 – 8/2020**

**SR. MANAGER, TECHNOLOGY ENGINEERING, ARISE**

Highly technical people leader for the infrastructure build/run teams responsible for designing and maintaining systems offering SLA's exceeding 99.99% of uptime.

- Technical Leader for enterprise-wide geo-redundancy project
- Designed and oversaw efforts to build out two new EU datacenters
- Hiring of Team to build and operate new hosted desktop environment
- Negotiated new enterprise agreements for VPN and firewall software
- Implemented improved workflow for managing technology work and tracking performance
- Design for enhanced VPN authentication system leveraging radius and custom API

**3/2016 – 3/2018**

**MANAGER, NETWORK ENGINEERING, ARISE**

Direct technical manager leading the network engineering and NOC functions.

- Network monitoring, trending analysis and capacity planning
- Review and approval of network changes submitted by junior team members.
- Perform advanced troubleshooting and packet analysis to solve complex technology issues.

- Participating as a technology leader for numerous projects and create design documents and architecture diagrams based on system requirements and best-practices.
- Perform research and PoC implementations for new technologies as required.
- Cooperate with external auditors to provide supporting evidence of compliance (PCI-DSS, SSAE-16, GDPR, etc.), as well as resolve and plan for security vulnerabilities.
- Manage all network related projects and operational support work
- Mentor team members, provide training and personal development plans
- Develop and document standard operating procedures for technology infrastructure
- Design, document and test Disaster Recovery plans for network resources
- Participate in budget planning for networking related expenditures

**2/2011 – 3/2016**

**LEAD NETWORK ENGINEER, ARISE**

Principle engineer operating and enhancing a multi-datacenter network supporting 30,000 remote users across North America and the European Union.

- Migrated from Cisco FWSM and ASA to Next Gen Palo Alto firewalls
- Migrated from Cisco ACE Load-Balancers to F5 LTM
- Implemented F5 GTM/DNS for GSLB capabilities
- Implemented dual-MPLS providers for DCI and 3rd party connectivity
- Designed new Client Pod architecture leveraging virtualization to improve reliability
- Migrated company from legacy RSA authentication to using Duo for MFA
- Implemented diverse internet routing architecture leveraging Cisco ASR routers running BGP with multiple ISPs to improve service availability

**2005 – 2011**

**IT CONSULTANT, SYSTEMS ADMINISTRATOR, NETWORK ENGINEER**

**EDUCATION**

**2025**

**M.S. INFORMATION TECHNOLOGY MANAGEMENT, WESTERN GOVENORS UNIVERSITY**

**2025**

**B.S. INFORMATION TECHNOLOGY, WESTERN GOVENORS UNIVERSITY**

**2006**

**A.S. NETWORKING SERVICES TECHNOLOGY, MIAMI DADE COLLEGE**

**CERTIFICATIONS**

- AWS Certified Cloud Practitioner
- CCNP/CCDP
- ITIL 4 Foundation
- LPI: Linux Essentials
- Lean Six Sigma Green Belt
- CCNA: RS, Security, Voice, Datacenter
- Network+, A+, Security+
- Microsoft Certified: Azure Fundamentals

## TECHNOLOGY TRAINING

- Advanced Architecting on AWS
- Security Engineering on AWS
- CWNA: Certified Wireless Network Administrator
- Okta Essentials
- Palo Alto Essentials 2: Extended Firewall Management
- Architecting on AWS
- Cloud Operations on AWS
- F5: Configuring BIG-IP LTM
- INE Bootcamp: CCIE R&S
- Palo Alto Essentials 1: Firewall Installation, Configuration, and Management
- Silver Peak SD-WAN