

## MICHAEL HAYES

### Senior VMware Engineer | VMware Cloud Foundation Specialist

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### SUMMARY

- Senior VMware Engineer with 25 years of hands-on experience architecting, deploying, and optimizing enterprise virtualization platforms. Certified VMware Cloud Foundation 9 Administrator with deep expertise across the full VCF 9 stack, including SDDC Manager, NSX, vSAN, VCF Operations, and VCF Operations for Logs. Proven ability to modernize infrastructure, automate complex workflows, and deliver high-availability, high-performance environments at scale. Skilled in PowerShell, PowerCLI, Python, Bash, and SQL with a strong focus on automation, performance tuning, capacity planning, and cross-platform integration. Recognized for solving complex technical challenges, improving operational efficiency, and delivering resilient, scalable solutions across mission-critical environments.

### CORE COMPETENCIES

- **VMware Virtualization:** GSX, ESX/ESXi 3.x–9.0, vCenter, HA, DRS, EVC, vDS, NSX, vSAN
- **VMware Cloud Foundation 9:** SDDC Manager, workload domains, lifecycle automation, fleet management
- **Operations & Analytics:** vRealize Operations 5/6/7, VCF Operations, VCF Operations for Logs, Log Insight, Skyline Advisor/Health
- **Automation & Scripting:** PowerCLI, PowerShell, Python, Bash, SQL, VCF API integration
- **Cloud Platforms:** Azure services, monitoring, security, cost optimization, Kusto
- **Disaster Recovery:** SRM, EMC RecoverPoint, Zerto, Veeam, Hyper-V
- **Storage Platforms:** EMC VNX, Dell EqualLogic, NetApp, EMC Unisphere
- **Hardware Platforms:** Dell, HP, Cisco UCS, HP OneView
- **Performance Engineering:** Capacity planning, optimization, baselining, diagnostics

## **PROFESSIONAL EXPERIENCE**

**Kyndryl / Citizens Bank / True Value / HCSC / NYMTA / Toyota**

### **Mainframe Engineer – Performance & Capacity Management**

*Dec 2019 – Feb 2026*

- Engineered PowerShell automation to extract SQL metrics via ODBC, enabling rapid performance reporting and visualization.
- Built Excel-based dashboards with embedded SQL queries for real-time capacity insights.
- Delivered predictive capacity models improving resource planning and SLA compliance.
- Automated scheduled reporting (CSV/XLSX), reducing manual workload and improving operational efficiency.
- Led tuning initiatives reducing system overhead by 10% and MIPs consumption by 15%.
- Supported real-time incident investigations across mainframe and distributed systems.

### **Thielsch Engineering (Contracted via Virtual Control LLC – VMware Partner)**

#### **Senior VMware Consultant**

*Mar 2016 – Dec 2025*

- Fully redesigned and supported the vSphere environment over a 9-year engagement, upgrading through every major release from 5.5 to 8.0 U3G.
- Deployed VMware Cloud Foundation 9 in production and lab environments, including SDDC Manager, NSX, vSAN, ESXi 9.0, Fleet Management, VCF Operations, and VCF Operations for Logs.
- Built custom VCF Operations dashboards, alerting, and integrations for vCenter, NSX, and SDDC Manager. Configured VCF Operations for Logs for centralized syslog ingestion, enabling real-time log analysis and correlated troubleshooting.
- Configured and troubleshooted HTTPS offline depot for VCF Fleet Management, including TLS certificate generation, Java trust store import via keytool, and vCenter Guest Operations API for remote appliance management.
- Developed a comprehensive VCF Health Check automation tool (75+ checks) with HTML reporting, heatmaps, SLA tracking, and historical trend analysis.
- Administered 150+ VMs across dual environments with high availability, and implemented 10 Gb trunking reducing latency by 30%.
- Led Azure migration, vCenter consolidation improving efficiency by 30%, and decommissioned EMC VNX arrays migrating workloads to NetApp storage.

- Designed and supported VMware SRM for resilient DR and seamless failover. Mentored team members and delivered strategic consulting across multiple VMware environments.

### **Advantasure / BCBS**

#### **VMware & Cloud Senior Architect**

*2016 – 2019*

- Delivered best-practice VMware design, VM hardening, and infrastructure modernization.
- Managed Azure services including Security Center, Monitor, Advisor, Change Tracking, and Reserved Instances.
- Executed vCenter consolidation reducing hardware footprint and support calls by 80%.
- Deployed and administered vROps 6.6/7.0, improving virtual server performance by 33%.
- Automated health checks with PowerShell, increasing operational efficiency by 27%.

### **Johnson & Johnson (VMware Partner)**

#### **VMware Senior Consultant / Technical Lead – DEV-OPS NA**

*2015 – 2016*

- Managed hardware lifecycle and profile assignments using HP OneView.
- Administered 8,000+ VMs across 8 global vCenters and 400+ ESXi hosts.
- Implemented monitoring and troubleshooting workflows via vROps.
- Established performance baselines and optimization standards.
- Mentored engineering teams to elevate VMware SDDC capabilities.

### **Citizens Bank**

#### **Senior Infrastructure Engineer, AVP – Virtualization Services**

*2012 – 2015*

- Co-founded and led the Virtualization Department.
- Configured HP SIM for 225 ESX/ESXi hosts using WBEM for real-time hardware monitoring.
- Served as Tier 3 VMware SME for enterprise operations.
- Rebuilt 130 ESX 4.0 hosts to 4.1 including firmware upgrades.
- Earned three Good Banking Awards and a Bank Credo Award.

- **ADDITIONAL EXPERIENCE**

- Hasbro Toys • EMC • VMware • Genzyme • McKesson (Senior VMware & Infrastructure roles, 2000–2012)

**CERTIFICATIONS**

- VMware Cloud Foundation 9 Administrator
- VMware VCP-DCV (all versions: 3 through 6.5)
- AWS Cloud Practitioner
- AI Foundation Certificate (Kyndryl)
- AI Mainframe Modernization (Kyndryl)
- Microsoft Professional Orientation: Cloud Administration (Microsoft)
- Microsoft IT Support: Cloud Fundamentals (Microsoft)

- **EDUCATION & PROFESSIONAL DEVELOPMENT**

- Continuous professional development through VMware, Microsoft, AWS, and Kyndryl certification programs. 25+ years of hands-on engineering across enterprise virtualization, cloud platforms, and mainframe systems.