

James Michael Bean

Infrastructure Executive | AIOps & Platform Engineering | Uptime, Automation & Business-Aligned Technology

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\$3M+

Annual Cloud Savings

64%

Security Risk Reduction

50+

Team Members Led

25 Yrs

Infrastructure Experience

SUMMARY

Infrastructure executive with over 25 years in technology, including the past decade in executive leadership — Director through Senior Director — leading organizations of up to 50 professionals, from mature enterprise environments (VF Corporation) to organizations still building enterprise-grade discipline — where my mandate is establishing the governance, automation, and platform rigor that scale requires (PatientPoint). I approach infrastructure as a platform, not a collection of systems — designing for uptime, self-healing, and automated recovery so operations scale without headcount and risk scaling in lockstep. Track record of translating that philosophy into business outcomes: \$3M+ in annual cloud savings, 64% reduction in open security risk, and AIOps-driven automation that shifted incident response from manual and reactive to proactive and self-remediating. Equally comfortable operating within a mature enterprise or transforming an organization toward one — adaptable across company scale and maturity, with the technical depth to challenge a design and the judgment to know my role is steering the outcome.

CORE COMPETENCIES

- **Cloud & Infrastructure:** AWS, Azure, M365, Citrix, Infrastructure-as-Code (Terraform, Ansible)
- **Database:** Foundational database administration (SQL Server 2000-era, MySQL) — schema design, full/incremental backup and recovery
- **Network Engineering:** BGP, MPLS, EIGRP, LAN/WAN, WLAN across various providers (Cisco, Arista, Check Point, PANW, Netskope)
- **Digital Transformation:** DevOps, Site Reliability Engineering, AIOps
- **Cybersecurity:** Incident Response, SIEM, EDR, NIST CSF
- **Cost Optimization:** FinOps, Cloud Governance, Process Automation
- **Leadership:** Team Building, Digital Change Management, Strategic Vision
- **Innovation:** Generative AI Integration, Legacy System Modernization

PROFESSIONAL EXPERIENCE

Engineering Manager, Network Engineering | PatientPoint, Orlando, FL (Remote) Jun 2025 – Present

- **Organizational Leadership:** Founded and stood up a new Network Engineering Team within the DevOps organization, bringing enterprise-grade governance to a function that lacked it — establishing a Center of Excellence with dedicated PMO leadership to drive prioritization and delivery discipline.
- **Risk Reduction:** Reduced open network security issues from 36 to 13 (64%) within a few months of standing up the team, by remediating legacy findings and transitioning ownership to the newly formed team — improving compliance posture and operational resilience.
- **AI-Accelerated Automation:** Leveraged Claude Code to rapidly develop Terraform for network device management, and adopted Spacelift as the CI/CD platform underpinning infrastructure automation across DNS, firewall policy, Azure NSG, and Aruba Central.
- **Security Modernization:** Leading endpoint and private access modernization, DNS consolidation under a secure DNSSEC-enabled platform, and architectural consolidation of NGFW, SWG, and ZTNA to simplify management and reduce cost.

Senior Director, Global Cloud Platform Services | VF Corporation, Orlando, FL (Remote) Nov 2022 – Oct 2024

- **Strategic Leadership:** Spearhead global cloud platform initiatives overseeing M365 and Citrix virtual app hosting as part of the senior leadership team, aligning technology investment with business outcomes.
- **Innovation & Automation:** Led a team of up to 50 across Cloud Platform Engineering and Site Reliability Engineering, integrating AIOps to shift incident response from manual and reactive to automated and self-remediating — improving uptime and reducing MTTR.
- **Generative AI Integration:** Championed the adoption of GitHub Copilot and M365 Copilot by developing targeted use cases, accelerating AI integration across the organization.
- **Cost & Performance Optimization:** Re-architected the e-commerce infrastructure using cloud native features, isolating workloads effectively while driving significant cost reduction.

- **FinOps & Cloud Governance:** Established a CCoE and FinOps practice that improved cloud spend management, eliminated unused assets, reduced security vulnerabilities, and realized over \$3M in savings on an \$8M annual CSP spend in year one.
- **Cloud Migration:** Successfully migrated a SAP HANA environment to Azure, enhancing performance and availability while reducing hosting costs through automation and automated management.
- **Automated Remediation:** Deployed Prisma Cloud with automated remediation workflows to proactively resolve misconfigurations and vulnerabilities, reducing manual security operations effort.
- **Vulnerability Risk Reduction:** Led a 9-month coordinated effort with Threat and Vulnerability Management teams to establish a 95/15 remediation model — 95% of critical, internet-exposed and crown-jewel vulnerabilities resolved within a 15-day MTTR, well ahead of the ~61-day industry average for cloud-critical assets.

Director, Technical Solutions Engineering | VF Corporation, Greensboro, NC (Remote) *Sep 2021 – Nov 2022*

- **Team Development:** Led an engineering team automating network and systems management via Infrastructure-as-Code across Azure DevOps and Rundeck.
- **Enhanced Security & Efficiency:** Developed automated provisioning across IT domains (hypervisor, network, DNS, security) and implemented NSX-T micro-segmentation across VMware.

Director, Enterprise Architecture | VF Corporation, Greensboro, NC (Remote) *Jun 2020 – Sep 2021*

- **Architectural Vision:** Developed AWS and Azure cloud architectures on a tiered, shared-services model aligned to CSP well-architected frameworks.
- **Operational Excellence:** Founded the Cloud Center of Excellence and introduced Architectural Decision Records (ADRs) to standardize governance record-keeping.

Director, Cyber Security Incident Response | VF Corporation, Greensboro, NC *Aug 2016 – Jun 2020*

- **Crisis Management:** Rejoined VF Corporation to build and lead a global cyber security incident response team and Security Operations Center (SOC) using a hybrid internal/outsourced model.
- **Business Continuity & Disaster Recovery:** Owned enterprise BCP/DR program end-to-end, including annual plan documentation, review, and execution of DR test scenarios against established RTO/RPO targets.
- **Cost Savings & Modernization:** Replaced traditional SIEM systems with cloud-hosted solutions and deployed enterprise-wide EDR, reducing costs by over \$500K annually.

Technical Solutions Engineer | Arista Networks, Greensboro, NC (Remote) *Feb 2015 – Aug 2016*

- **Technical Expertise:** Provided Tier 3 support and escalation for a global customer base, ensuring optimal routing/switching performance, including troubleshooting of spanning-tree, LAG, BGP, multicast, IPv6, and Layer 1 issues.
- **Innovation:** Developed a Python-based application to streamline TAC lab testing, enabling efficient recreation of customer scenarios.

EARLY CAREER

Additional network engineering roles building the foundation for the above achievements, spanning network architecture, security engineering, data center migrations, and enterprise WAN/telephony operations:

- **Hanesbrands Inc. — Network Architect (2014–2015):** Enhanced WAN stability by resolving carrier-managed issues and implemented a modern Check Point firewall solution with a layered security approach.
- **LF USA (a Li & Fung Company) — Senior Network Engineer (2013–2014):** Led a network redesign incorporating BGP and EIGRP for automated failover and multipath resiliency; identified and eliminated unused WAN circuits for approximately \$250K in annual savings.
- **VF Corporation, Greensboro, NC — Senior Network Security Engineer (2011–2013):** Orchestrated a major data center migration on Cisco Nexus (OTV/VPC) and managed global firewalls, VPNs, and IPS platforms — the role that preceded the 2016 return to VF Corporation above.
- **United Guaranty Corp. / The Clearing House — Senior Network Analyst / Engineering Specialist (2007–2011):** Led data center redesigns on Cisco Nexus, administered Cisco VOIP telephony, and managed global WAN for bank payment systems using BGP route-maps and communities.
- **Allegacy Federal Credit Union / Truiliant FCU — Network Engineer (2002–2007):** Supported mainframe operations, database administration (SQL Server, MySQL — schema design, backup/recovery), and core switch/WAN infrastructure; earned CCNA and CCNP certifications.
- **B/E Aerospace — Senior Network Engineer:** Short-term, high-impact engagement focused on global network device modernization.

EDUCATION

Western Carolina University, Cullowhee, NC — High School Diploma, 1998

CERTIFICATIONS

GIAC Certified Incident Handler (GCIH) • Cisco CCNP • Cisco CCNA Security