

Mike Aja
Senior Director of Cloud & IT Infrastructure
Clearwater, FL

727.793.5476

mike@mikeaja.com

Professional Profile

Dynamic technology leader with a proven track record of innovating, optimizing operations, and aligning technology with business goals. Experienced in leading cross-functional teams, implementing transformative solutions, and fostering continuous improvement. Passionate about leveraging technology to drive growth and deliver exceptional results.

PROFESSIONAL SKILLS

- Technology Team & Performance Management
- Cloud Operations/Dev Ops
- IT Governance, Risk & Compliance
- IT Operations, Network & Infrastructure
- SaaS Integrations, monitoring, API Integrations
- Cybersecurity/SIEM and KPIs

TECHNICAL SKILLS

- NIST Cybersecurity Framework
- IT Project Management Scrum/Jira
- Cloud Operations (Azure, AWS, Google Cloud)
- Business Intelligence (DOMO/Tableau/SQL)
- API Integrations, Data Architecture, SaaS operations
- Data Privacy & Compliance (NIST, HIPAA, ITAR)

Awards & Highlights

- Propelled Ensurem to #1 fastest-growing company in 2020 Tampa Bay Business Journal Fast 50, with revenue soaring from \$8,000 to \$19.68m in 2 years
- Featured Ensurem's Tech Stack and Team in 2021 Tampa Bay Business Journal's Award for innovative leadership.
- Recipient of the 2021 Silver Hammer Award by Central Pinellas Chamber of Commerce for Design & Execution of Ensurem's Largo Headquarters
- Led the strategic design and execution of Ensurem's state-of-the-art Largo headquarters, overseeing site selection, architect collaboration, project management, and IT operations. Monitored all access control & cybersecurity events and alerts with Elastic SIEM.
- Spearheaded approval for groundbreaking direct-to-consumer Medicare Advantage App with Cigna, launched public portal
- Managed Development team, Design & Launched MEDICARESEEKR with Aetna, 1st Authorized Medicare DTC Sales App on Apple App Store.

Professional Experience

Ensurem, LLC – Largo, FL

Vice President of Technology Infrastructure, Cloud & Security

2/2018 - Present

Strategic planning, implementation, and management of technology infrastructure, cloud services, and security functions across the enterprise. Ensures seamless integration of cloud solutions, maintains robust security measures, and drives continuous innovation to support organizational goals.

- Spearheaded a significant infrastructure overhaul, deploying Azure and AWS to establish encrypted networks and integrating Elastic SIEM for enhanced security measures.
- Orchestrated a 300% expansion of System Administration and IT Security teams
- Leveraged Microsoft Azure/Intune technologies to drive down operational costs while fostering contact center growth and aligning with expansion goals of remote workforce head count and sales goals
- Aligned projects with cross-functional teams, enhancing collaboration and resource allocation efficiency, while managing IT infrastructure and governance.
- Implemented NIST Cybersecurity Framework alignment, recruiting top talent, and deploying cutting-edge security tools to fortify cybersecurity posture.

- Delivered comprehensive technical presentations for seed funding, showcasing expertise in IT Governance, Azure/AWS architecture, and Cybersecurity KPIs.

Director of Information Technology & Operations

2/2018 – 7/2021

Managed day-to-day IT operations and strategic initiatives to optimize IT organizational efficiency. Oversaw systems, networks, and support services. Led operational improvements and streamlined processes enhancing productivity, and exceeding organizational benchmarks all while delivering exceptional service levels.

- Led team of 7 comprising system architects, systems administrators, service desk, and operations staff. Orchestrated DevOps and Security Ops for the 25-person Technology Team
- Standardized technology procurement strategies, ensuring compliance with HIPAA/NIST regulations, and deploying encrypted workstations via MS Intune.
- Oversaw project management for the development of three 50,000 SQFT contact centers, managing IT service desk operations and ensuring seamless remote agent support for over 250 Agents and Sales staff
- Optimized Azure/AWS resources, supporting software development, SaaS infrastructure, and API connectivity, while monitoring all infrastructure and SaaS platforms.
- Implemented corporate network deployment, ensuring secure connectivity through TLS encryption and managing comprehensive equipment and connectivity logs.
- Devised and executed an Out-of-Band device management strategy, ensuring reliable remote connectivity and addressing compliance and disaster recovery needs.

Sensor Systems, LLC – St. Petersburg, FL

Director of Information Technology

5/2007 to 2/2018

Managed IT operations, governance, and compliance audits. Designed and implemented systems for optimized data science, operations, spearheading improvements and exceeding benchmarks

- Established IT department in ISO2700 compliance, deploying production PCs in military aerospace hardware manufacturing, enhancing testing efficiency to FAA standards.
- Collaborated with Electrical Engineers to integrate LabVIEW PC workstations for quality control, facilitating engineering equipment integration.
- Administered the INFOR ERP Databases for multiple entities, conducting performance updates, backups, and API integrations with 3rd party partners
- Developed annual budgets, oversaw IT equipment procurement, introduced new technologies, conducted feasibility studies, and established user training portals.
- Worked with Quality Department to attain Sensor Systems AS9100/ISO9001 Certification, aligning IT Operations with ISO 27001 Cybersecurity Framework.
- Led technical governance and compliance efforts, overseeing IT security implementation and managing production-compliant CAD drawing archives.
- Integrated acquired companies by documenting and analyzing IT operations, transferring and archiving data to AWS S3, formulating compliant company archive templates, policies, and disaster recovery plans.

Education

Radford University B.B.A Management Information Systems

Radford, Virginia

Certifications

CISM - Certified Information Security Manager Coursework

PMP- Project Management Professional

MCSA - Microsoft Certified Systems Administrator

MCTS - Microsoft Certified Technical Specialist

CCNA - Cisco Certified Network Associate