

KEVIN KOEHLER

SENIOR TECHNOLOGY OPERATIONS & INFRASTRUCTURE LEADER

EXECUTIVE PROFILE

Senior technology operations and infrastructure leader with 18+ years of progressive experience leading IT operations, enterprise infrastructure, Cybersecurity, cloud and identity, managed services, telecommunications, and complex technology programs. Trusted partner to owners, CTOs, CFOs, CEOs, and business leaders on technology strategy, budget and capital expenditure (CAPEX) planning, risk, vendor negotiations, modernization, and service delivery. Led nationwide technology modernization across 22 locations, delivered more than \$350K in recurring annual cost reductions, and managed multi-company technology environments supporting approximately 291 users. Combines executive-level planning and governance with hands-on technical judgment, disciplined execution, and a strong focus on reliability, security, and measurable business outcomes.

EXECUTIVE LEADERSHIP COMPETENCIES

Technology Strategy & Executive Partnership | IT Operations & Infrastructure Leadership | Transformation & Modernization
Financial Stewardship, Budget & CAPEX Planning | Cybersecurity, Risk & Business Continuity | Vendor & Contract Strategy
Team Leadership & Organizational Development | Program / Project & SDLC Governance | Client & Stakeholder Advisory

PROFESSIONAL EXPERIENCE

Cana Communications | Kennesaw, GA | Mar 2022 - Sep 2026

IT Department Manager / Network Operations Center Engineer II

- Led the internal IT function and senior technology advisory across seven organizations, managing two direct reports while supporting approximately 85 Cana employees and six managed service provider (MSP) clients representing approximately 206 additional users across separate Microsoft 365 environments.
- Served as virtual technology leader to client owners and managers, translating business priorities into infrastructure, cybersecurity, backup and disaster recovery, lifecycle, licensing, vendor, and modernization recommendations while major capital decisions remained with client ownership.
- Reset service-delivery performance by reducing an inherited backlog of approximately 630 mixed user and system-generated tickets to roughly six typical open items within 6-9 months; established a sub-15-minute initial response target and a standard of no actionable tickets remaining at end of day.
- Selected and led replacement of failure-prone ShadowProtect backup processes with Acronis across Cana and client server environments, improving reliability and validating business continuity through bare-metal recovery and recurring restoration of business-critical files.
- Modernized identity and security from traditional on-premises Active Directory to hybrid Active Directory / Microsoft Entra ID with mandatory multi-factor authentication (MFA); also led incident response and remediation for recurring unauthorized SQL access and a compromised Microsoft 365 account.
- Directed migration and recovery of an unsupported legacy Foundation construction-management environment without vendor support, reconstructing dependencies, permissions, security, and third-party integrations until business operation was verified.

Independent Technology Project (Confidential) | 2026 - Present

Solution Architecture / Project Leadership

- Lead technology strategy, requirements definition, solution architecture, roadmapping, and software development lifecycle (SDLC) governance for a private platform integrating external provider APIs, security controls, operational monitoring, and customer-facing reporting.
- Established release criteria, testing and validation gates, change control, technical documentation, risk requirements, multi-account isolation, auditability, resilience, and scalability standards; direct development work through structured requirements, architecture decisions, and governance.

InterDev | Roswell, GA | Nov 2020 - Nov 2021

Network Engineer II / Project Manager

- Served as technical project lead, deployment engineer, and primary customer contact for public-sector communications and infrastructure projects, owning planning-to-handoff coordination including site surveys, staging, equipment/vendor coordination, cutover, testing, training, documentation, and issue resolution.
- Led delivery of an approximately 175-extension FortiVoice environment for Montgomery County Schools and an approximately 375-extension Paulding County government modernization spanning the main government complex and multiple fire stations; also supported a Fortinet network refresh for City of Kennesaw police and community-center facilities.

Park-N-Fly Parking Technologies | Atlanta, GA | Sep 2016 - Sep 2020

IT Systems Manager / Network Engineer

- Managed five direct-report help desk technicians, including hiring, scheduling, coaching, discipline, and service delivery; reported to the CTO and participated in CFO/CEO-led executive steering discussions covering technology strategy, project priorities, budgets, CAPEX, and operating plans.
- Architected and led a 22-site nationwide Cisco Meraki network standardization completed in approximately 45 days, establishing reusable configuration standards that improved consistency, deployment speed, supportability, and business continuity across distributed operations.
- Managed a distributed technology environment spanning 22 locations, including approximately 42 remote servers, roughly 50 managed switches, site firewalls, corporate high-availability firewalls, and persistent hub-and-spoke VPN connectivity supporting nationwide operations.
- Delivered more than \$354K in recurring annual technology savings through communications and carrier strategy: designed and deployed a 173-extension cloud VoIP platform that reduced expense by approximately \$302,400 annually and replaced a national ISP aggregator with directly managed contracts that reduced connectivity expense by approximately \$51,600 annually.
- Served as technical integration and deployment lead for a nationwide internally developed parking/reservation and kiosk platform, coordinating software and hardware vendors, site preparation, contractors, deployment, testing, and post-installation support across approximately 140 units.
- Led network and security operations including firewalls, VPNs, endpoint security, incident response, Payment Card Industry (PCI) remediation, and business-critical partner connectivity with organizations in England and Germany; supported Microsoft 365 / Exchange modernization activities.
- Restored business-critical nationwide connectivity during a major VPN outage by designing and implementing an alternate termination and routing path; also improved resilience at storm-prone remote sites through surge protection and remote-recovery procedures that reduced outage duration and emergency travel.
- Designed service-management and cross-functional onboarding workflows that improved accountability across IT and business functions while maintaining a disciplined, rapid-response support model.

Vonage Business Solutions / Vocalocity | Marietta, GA | Jan 2015 - Sep 2016

IT Support Engineer II - Corporate IT

- Transitioned from customer-facing hosted VoIP technical support into Vonage corporate IT following the Vocalocity acquisition, supporting a national and international environment of more than 1,800 employees, including executive users, across domain migration, onboarding/offboarding, access administration, collaboration platforms, telecommunications, endpoint support, and internal infrastructure services.
- Recommended onboarding new hires directly into the Vonage domain as the legacy environment was phased out, reducing unnecessary migration work while supporting corporate VoIP, VPN, SharePoint, Salesforce, Dell KACE, server monitoring, and backup operations.

EARLIER EXPERIENCE

Progressive technical implementation, systems support, consulting, customer relationship management (CRM) deployment, networking, and customer-support roles with Vebinary Solutions, Safe-Guard Products, CCH Small Firm Services, Surgical Information Systems, Exec-IT, and ENCit (2008-2014).

SELECTED TECHNOLOGY & OPERATING DOMAINS

Strategy & Operations: IT operations, IT service management (ITSM), program/project governance, SDLC governance, vendor and contract management, business continuity, incident response, backup and disaster recovery

Cloud, Identity & Security: Microsoft 365, Microsoft Entra ID / Azure AD, Active Directory, Azure, MFA, endpoint security, patching, PCI remediation

Infrastructure & Networks: Cisco, Meraki, Fortinet, Windows Server, VMware, Hyper-V, LAN/WAN, VPN, IPsec, DNS, DHCP, VoIP / UCaaS

EDUCATION & CERTIFICATIONS

American InterContinental University – Bachelor of Information Technology, Network Administration, 2013

American InterContinental University – Associate of Arts in Business Administration, Information Systems, 2011

ITT Technical Institute - Electronic Engineering Technology, 1990

CompTIA Network+ Certification

MILITARY SERVICE

United States Army - 6 years, Honorable Service | Army Achievement Medal | Good Conduct Medal