Chris Madril

Senior IT Leader/Consultant | Infrastructure, Operations, Observability & Digital Transformation

Greater Seattle Area | 206.771.8060 | CMadrilii@gmail.com | LinkedIn: Chris Madril

Executive Profile

Senior IT Leader with 15+ years of experience leading enterprise infrastructure, systems operations, network performance management, application reliability, security, and technical teams in high-availability environments. Proven record of aligning technology strategy with business objectives; delivering large-scale migrations, M&A integrations, VoIP deployments, and observability programs; and managing budgets, vendors, roadmaps, and cross-functional initiatives.

Experienced in building and mentoring distributed teams, improving operational resilience, developing business cases, and delivering measurable business value, including approximately $28 million in data-center consolidation savings and $5.5 million in VoIP cost avoidance. Brings hands-on technical depth across infrastructure, enterprise monitoring, databases, web applications, cloud/SaaS, and cybersecurity practices.

Leadership Highlights

- Built, scaled, and led teams ranging from 1 to 21 staff members, including a U.S. and India-based monitoring organization of 10 employees and 3 contractors.
- Supported major telecommunications mergers and acquisitions involving AT&T Broadband, TCI, MediaOne, Adelphia, Sprint, Boost Mobile, Comcast, and T-Mobile.
- Consolidated three data centers into one environment, creating approximately $28 million in savings.
- Led a 31-site VoIP deployment with approximately $5.5 million in cost avoidance while maintaining business continuity.
- Managed budgets, forecasts, purchase orders, vendor relationships, contracts, renewals, and capital investments across eight enterprise applications.
- Led observability, network detection and response, security, performance, availability, and capacity-management

Core Competencies

- IT Strategy, Roadmaps & Digital Transformation
- IT Operations & Service Delivery
- Infrastructure Architecture & Enterprise Deployments
- Network Performance Management & Observability
- Cybersecurity, NDR & Risk Management
- Disaster Recovery & Business Continuity
- Data Center Consolidation & Migration
- Mergers, Acquisitions & Technology Integration
- Budgeting, Forecasting & Capital Planning
- Vendor Negotiation, Contract Management & Procurement
- Team Building, Coaching & Performance Management
- Program, Project & Change Management
- Agile, DevOps & Waterfall Delivery
- Cloud, SaaS & Hybrid Infrastructure
- Database Administration & Data Analytics

initiatives.

- VoIP, Telecommunications & Call Center Technology

Technical Environment

Observability & Monitoring	ExtraHop Reveal(x)/NDR, SevOne, OpenText Network Automation, NNMi, CA Wily
Infrastructure	Linux, Windows Server, LAN/WAN, Wireless, Data Centers, Servers, Virtualization, Desktop Support
Databases & Clusters	Microsoft, Oracle, MySQL, PostgreSQL, MariaDB
Development	Microsoft ASP, Adobe ColdFusion/CFML, IBM Websphere, Google Apigee, Java, PHP, HTML, CSS, JavaScript
Security	Network Traffic Analysis, Intrusion Detection, Packet Analysis (Sniffer/Wireshark), Remediation, DMZ Design and Consolidation
Delivery	Agile, DevOps, Waterfall, Laboratory, Staging, and Production Release Management

Professional Experience

Senior IT Consultant

2023 to Present

Senior IT Consultant | Systems Engineer | Full-Stack Developer

- Advise small and midsize businesses on technology strategy, infrastructure modernization, cybersecurity, application development, and cost-effective operations.
- Design and support LAN/WAN, wireless, servers, desktops, peripherals, cloud services, SaaS platforms, and business applications.
- Develop disaster recovery and business continuity approaches aligned with client operational requirements.
- Deliver web and application development using Adobe ColdFusion, Java, PHP, SQL, HTML, CSS, and JavaScript.
- Administer Microsoft SQL Server, MySQL, and PostgreSQL databases.
- Implement network traffic analysis, intrusion detection, remediation, monitoring, and operational-support processes.
- Provide technical project management, documentation, training, stakeholder communication, and ongoing systems support.

T-Mobile

August 2016 to November 2023

Manager, Systems Design

- Built and led a distributed Network Performance Management organization of 10 employees and 3 contractors across the United States and India.
- Owned technology strategy and roadmaps for ExtraHop Reveal(x)/NDR, SevOne, OpenText Network Automation, NNMi, and MySQL-based platforms.
- Directed reliability, capacity, lifecycle, performance, security, and upgrade planning across eight

enterprise applications.

- Established engineering standards, operational processes, and continuous-improvement practices that strengthened service quality and operational maturity.
- Developed business cases, feasibility studies, capital-expenditure requests, staffing plans, and executive presentations.
- Managed budgets, forecasts, purchase orders, vendor contracts, hardware, software, professional services, training, and feature negotiations.
- Led implementation and upgrade programs using Agile, DevOps, and Waterfall methods through laboratory, staging, and production environments.
- Delivered training on ExtraHop, SevOne, OpenText Network Automation, NNMi, and MySQL to improve stakeholder self-service.

TEKsystems / T-Mobile

June 2012 to August 2016

Systems Engineer III

- Supported T-Mobile web properties and digital applications, including t-mobile.com, my.t-mobile.com, and myfamilymobile.com.
- Developed proactive monitoring for Linux and Windows systems to identify, isolate, and resolve application and infrastructure issues before broad customer impact.
- Implemented and supported ExtraHop NDR, CA Wily application performance monitoring, Adobe CQ5 support processes, and custom scripting.
- Produced Microsoft SQL Server transaction and operational reporting to support business and technology decisions.
- Monitored production operations and security systems for anomalies, reducing business and customer impact.
- Mentored team members and delivered training in web application support, monitoring, analytics, and incident response.

Comcast Colorado Market

Additional IT Leadership Experience

IT Manager

- Built and expanded a technical organization after the Adelphia acquisition, growing a team from 8 to 21 personnel.
- Led regional IT operations across telecommunications, networks, servers, call center systems, and business technology.
- Directed the first Comcast-market migration from Avaya/ROLM to VoIP, maintaining 100% business continuity and redundancy.
- Delivered approximately $5.5 million in cost avoidance through the VoIP modernization program.
- Supported technology build-out for a new 60,000-square-foot call center.

AT&T Broadband

Additional IT Leadership Experience

Lead Senior Systems Engineer

- Led data-center migrations, decommissions, and consolidation initiatives during major merger and acquisition activity.
- Built and led the Web Architecture and Operations Group from inception to eight team members.
- Expanded operational responsibility to include Exchange, Citrix, and proprietary enterprise applications.

- Authored enterprise web operations security policies covering application build, deployment, and operational practices.
- Managed and streamlined operations involving up to 150 engineers through process improvements and organizational efficiency.

Selected Programs

Data Center Consolidation	Consolidated three data centers into one environment, generating approximately $28 million in savings.
VoIP Modernization	Delivered a 31-site enterprise VoIP implementation with approximately $5.5 million in cost avoidance.
DMZ Consolidation	Led DMZ consolidation and migration work to simplify architecture and strengthen operational control.
Enterprise Phone Provisioning	Supported enterprise application rollout for phone provisioning.
Network Intelligence	Implemented network traffic analysis for intrusion detection, application performance visibility, security analysis, and trend reporting.
Call Center Continuity	Supported call center deployments, business continuity, and VoIP traffic monitoring.

AI Learning & Credentials

AI Fundamentals: Foundations for Understanding AI
A prescribed set of modules designed by IBM.

Status: Completed
Credential:
https://www.credly.com/org/ibm-skillsbuild/badge/ai-fundamentals-foundations-for-understanding-ai

AI Fundamentals: Language and Vision in AI
A prescribed set of modules designed by IBM.

Status: Completed
Credential: https://www.credly.com/org/ibm-skillsbuild/badge/ai-fundamentals-language-and-vision-in-ai

Education

- Master of Business Administration (MBA), Technology Management: Colorado Technical University
- Bachelor of Science in Business Administration, Information Technology: Colorado Technical University

Military & Community

- United States Air Force Veteran: Desert Shield / Desert Storm - Combat Medic
- Volunteer Football Coach: Monroe High School, Wa.