

# Frederick A. Loomis, MBA

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## PROFESSIONAL PROFILE

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IT operations and infrastructure leader with 15+ years of experience in highly regulated biopharmaceutical environments, including both clinical-stage and commercial organizations. Proven track record overseeing cloud and on-premises infrastructure, enterprise applications, ITSM platforms, and service desk operations while maintaining compliance with GxP, SOX, and audit requirements. Skilled at maturing change management workflows, building governance frameworks, and driving automation that improves stability and efficiency. Managed budgets exceeding \$1.9M and consistently delivered measurable improvements in service quality, reliability, and user satisfaction across complex, global IT environments.

## KEY TECHNOLOGY & LEADERSHIP SKILLS

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**IT Operations & Leadership:** Team Building, Coaching, Vendor Management, RFP/SOW/MSA Oversight, Budget Management, IT Roadmap Planning

**Infrastructure & Cloud:** AWS, Azure, VMware, Microsoft 365, Microsoft Entra ID / Azure AD, Microsoft Intune, SharePoint, Teams, SAN/IP Storage, Enterprise Backup

**ITSM & Change Management:** ITIL 4, Change, Incident, Problem, Major Incident Management, CAB Governance, SOP Development

**Platforms & Tools:** ServiceNow (CMDB, ITOM, Discovery, Integrations), Active Directory, SuccessFactors, NetSuite, Veeva

**Compliance & Governance:** GxP, SOX, Audit Readiness, Data Integrity, SLA Metrics, Self-Service Automation, Knowledge Management

**Project Delivery:** Agile, Waterfall, Cross-functional Program Management

## PROFESSIONAL EXPERIENCE

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### Sr. Manager, IT Infrastructure Delivery

*Anylam Pharmaceuticals, Cambridge, MA | 06/2022 – 03/2026 (position eliminated in reduction in force)*

Led day-to-day IT operations across ServiceNow, CMDB, Change Management, and infrastructure delivery in a regulated biopharma environment supporting global operations. Served concurrently as Program Manager for the migration of on-premises VMware infrastructure to AWS. Managed a team of 7 (2 ServiceNow admins, 5 engineers) and oversaw a \$1.2M ITSM budget.

- Reduced change-related incidents by 35% by rebuilding Change Management with structured risk assessment and rollback requirements.
- Cut CAB meeting time by 50% through process redesign and automated approvals, achieving a 95%+ change success rate.
- Built CMDB governance from the ground up, growing data accuracy from near 0% to 85% by integrating discovery tools and enforcing data standards.
- Replaced manual spreadsheet tracking with centralized CMDB, creating a single reliable source of truth for incidents, changes, and operations.
- Reduced incident volume by 300 tickets/month by introducing standardized workflows, SOPs, and self-service options.
- Built a knowledge base adopted by L1/L2 support and end users, improving resolution speed, consistency, and the overall customer experience.
- Managed vendor relationships and negotiated contracts with resellers and managed service partners, maintaining SLAs and controlling costs.

### Sr. Infrastructure Engineer & IT Operations Manager

*AstraZeneca (Acquired Alexion Pharmaceuticals), New Haven, CT | 01/2013 – 06/2022*

Led IT operations across infrastructure, storage, backup, and ITSM supporting 5,000 users across 7 countries. Held direct management responsibility for Linux, Database, Storage, and Enterprise Backup teams. Served as Major Incident Manager for all P1/P2 events. Managed a \$750K infrastructure and backup budget.

- Managed IT asset inventory of 3,000 servers and 1,500 endpoints, introducing automation and lifecycle governance.

- Improved CMDB completeness and accuracy from 35% to over 91% through automation, governance, and IT asset management discipline.
- Designed and implemented enterprise backup solution spanning on-premises storage and cloud targets, with full DR planning and BCP responsibility.
- Acted as Major Incident Manager for all P1/P2 events, directing cross-functional teams and communicating to CIO/CTO during critical outages.
- Led migration of on-premises file shares (NTFS/DFS) to Box cloud platform, managing data mapping, access controls, and cutover.
- Designed and governed ServiceNow integrations with enterprise and third-party SaaS platforms.

### **Infrastructure Roles — Windows Admin → Cloud Engineer → Network Admin**

*Quantum Corporation & Predecessor Organizations | Pre-2013*

Progressed through hands-on infrastructure roles including Windows Administrator, Data Protection Engineer, Enterprise Application Support, Storage and Virtualization Engineer, Cloud Engineer, GxP Lab Support Engineer, and Network Administrator. Built deep expertise across infrastructure, platforms, storage (NetApp certified), virtualization (VMware), and regulated lab environments.

### **EDUCATION**

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- Master of Business Administration (MBA) — University of Connecticut, Storrs, CT
- Bachelor of Science, Computer Science — Southern Connecticut State University, New Haven, CT

### **CERTIFICATIONS**

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- ServiceNow Certified System Administrator (CSA)
- ServiceNow Discovery / CIS-ITOM
- ITIL 4 Foundation & Driving Stakeholder Value
- SAFe 5 Scrum Master 5 & 6
- VMware 6.x Certified Professional (VCP)
- NetApp Certified (prior — storage and SAN environments)
- ITIL 4 Master — In Progress, Target Q3 2026
- AWS Certified Cloud Practitioner (CLF-C02) — In Progress, Target Q2 2026
- Microsoft Azure Fundamentals (AZ-900) — In Progress, Target Q2 2026
- CompTIA Security+ — In Progress, Target Q2 2026
- Microsoft 365 Endpoint Administrator (MD-102T00) — In Progress, Target Q2 2026