ROB SAPSFORD

Principal Consultant | Solutions Architect

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PROFESSIONAL SUMMARY

Hands-on Solutions Architect and Infrastructure Consultant with 20+ years of experience in systems integration, technical problem resolution, and enterprise infrastructure modernization. I lead complex technology consolidation projects, design monitoring and observability solutions, and guide organizations through critical infrastructure transitions.

My work centers on developing custom integrations, solving challenging technical problems, and standardizing infrastructure across diverse environments. I combine deep hands-on expertise in integration development and automation with excellent troubleshooting skills across a broad range of technologies, making me highly effective at resolving complex integration challenges and executing enterprise-scale projects.

CORE COMPETENCIES

Enterprise Integration: Custom integration development, legacy system modernization, cross-platform connectivity, data migration

Infrastructure Leadership: Multi-cloud architecture, technology consolidation, enterprise monitoring, scalable system design

Technical Problem Resolution: Complex troubleshooting, performance optimization, incident management, root cause analysis

Project Delivery: Technical project leadership, stakeholder management, compliance initiatives, team coordination

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PROFESSIONAL EXPERIENCE

MessageDefense, Atlanta, GA
Principal Consultant / Solutions Architect | 2014 - Present
Deliver hands-on systems integration, infrastructure management, and monitoring solutions for clients ranging from startups to Fortune 10 companies. Provide custom integration solutions, infrastructure modernization, and cybersecurity initiatives.

Selected Client Engagements:

MessageDefense, Atlanta, GA
Solutions Architect - Client: AppDirect (ADCom Solutions) | 2019 - 2025
- Initially engaged to develop security monitoring processes and Meraki integrations, with scope expanding based on delivered value
- Served as platform owner and lead technical resource for legacy monitoring platform (core business system) using VMware vSphere, Linux, Windows, MariaDB, Perl, leveraging SNMP, Netflow, API, and other monitoring technologies until retirement in 2024
- Led complete platform migration from Zenoss to LogicMonitor, serving as sole platform architect, administrator, and systems integrator

- Serve as sole platform owner and administrator for LogicMonitor environment, developing custom modules and integrations to expand observability coverage across client infrastructure
- Built comprehensive automation integrating SD-WAN, security controllers (Meraki, VeloCloud, Cradlepoint), and other systems with ServiceNow and other platforms
- Engineered SSO implementation with Auth0 across ServiceNow, Zenoss, LogicMonitor, and Sisense, improving security and user experience for thousands of users
- Performed Zenoss platform maintenance and administration using Python and API automation
- Created cross-platform integrations between LogicMonitor, ServiceNow, and other business systems
- Delivered managed monitoring services expansion, contributing to significant recurring revenue growth

MessageDefense, Atlanta, GA
M&A Project Manager - Client: Change Healthcare | 2018 – 2019, Nashville, TN
- Brought in 18 months into a stalled data center migration project with a critical 6-month deadline to complete what previous teams had been unable to accomplish
- Successfully delivered complete migration of servers, applications, and data for multiple acquired entities within the hard deadline
- Standardized infrastructure to meet Change Healthcare's documented security requirements, including FedRAMP compliance standards
- Resolved complex technical challenges including outdated operating systems, security architecture gaps, and infrastructure consolidation requirements
- Led cross-functional engineering teams of varying sizes through complex technical integrations and migration activities
- Provided hands-on infrastructure and security expertise to ensure 100% compliance with corporate security standards
- Delivered both migration and consolidation work across multiple data center environments

MessageDefense, Atlanta, GA
M&A Consultant - Client: UnitedHealth | 2014 – 2018, Atlanta, GA
- Engaged immediately after leaving UnitedHealth Group to pursue consulting opportunities; brought back on a contract basis to leverage internal knowledge for large data center migrations, security alignment, and infrastructure standardization
- Standardized acquired infrastructure to corporate operational and security standards
- Led multiple enterprise-scale data center migrations with 99.9% uptime maintained
- Served as technical lead during post-merger integrations
- Collaborated with internal teams to ensure seamless technology transitions

UnitedHealth Group, Atlanta, GA
Senior Director, Enterprise Server & Storage | 2010 - 2013
- Managed teams of 5+ engineers responsible for enterprise server, storage, and virtualization environments across 3+ data centers
- Directed root cause analysis for high-impact incidents and vendor escalations, achieving 99.9% uptime SLA
- Oversaw technical operations for mission-critical healthcare systems, managing 1500+ servers
- Led multiple infrastructure consolidation and migration projects to improve efficiency and reduce operational costs

- Managed VMware virtualization environments, Linux/Windows server infrastructure, and EMC storage systems
- Established best practices for enterprise infrastructure management and disaster recovery procedures
- Mentored engineering staff and developed technical expertise across virtualization, server, and storage technologies

Arsenal Security Group, Atlanta, GA
Cybersecurity Consultant | 2007 - 2009
- Delivered PCI DSS compliance assessments and security consulting services for retail and financial services clients
- Developed custom analysis programs to parse millions of firewall log records for network segmentation analysis
- Conducted comprehensive data analysis on firewall logs and network traffic to determine proper PCI network segmentation requirements for major retail clients
- Performed vulnerability assessments and remediation planning for enterprise clients, including Fortune 500 retailers
- Designed security architectures and risk assessment frameworks to meet regulatory compliance standards

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TECHNICAL SKILLS

Cloud Platforms: AWS Solutions Architect Associate, Azure, Multi-Cloud Architecture, Cloud Migration

Infrastructure & Virtualization: VMware vSphere, Linux/Windows Server Administration, Storage Systems, Data Center Operations

Monitoring & Observability: LogicMonitor (LMCP Certified), Zabbix, Zenoss, SIEM, SNMP, API Integration, Performance Optimization

Security & Compliance: CISSP Certified, PCI DSS Compliance, Risk Assessment, SSO/Auth0, Cybersecurity Architecture

Integration & Automation: ServiceNow, RESTful APIs, SD-WAN (Meraki, VeloCloud, Cradlepoint), Infrastructure as Code

Project Management: PMP Certified, M&A Integration, Enterprise Architecture, Cross-Functional Team Leadership

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CERTIFICATIONS

Certified Information Systems Security Professional (CISSP), ISC² International

AWS Solutions Architect Associate (AWS-SAA), Amazon Web Services

Project Management Professional (PMP), Project Management Institute

LogicMonitor Certified Professional (LMCP), LogicMonitor

EDUCATION

Bachelor of Science in Electrical Engineering
Kennesaw State University, Kennesaw, GA