

Arneaud Charles Wharwood

Service Delivery Manager | Active Directory Architect | IT Director | Cloud & Security Leader
| US Navy Veteran

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Professional Summary

I am a Service Delivery Manager and AD Architect with 20+ years of progressive experience in IT infrastructure, operations, cybersecurity, and digital transformation. Adept at building and leading high-performing teams to deliver secure, scalable solutions in enterprise and hybrid environments. Recognized for driving innovation, enhancing service delivery, and aligning technology initiatives with business strategy. Proven track record in Active Directory architecture, cloud integration, project management, and IT governance.

CORE COMPETENCIES: IT Strategy & Leadership • Service Delivery Management • Cybersecurity & Compliance • Infrastructure Design & Operations • Digital Transformation • Vendor & Contract Management • Cloud Migration (Azure, O365, AWS) Active Directory & Identity Management • Disaster Recovery & Business Continuity • Team Building & Coaching • Process Automation (PowerShell, Python) Budgeting & Cost Optimization

TECHNICAL SKILLS Platforms: Windows Server (2012/2016/2019/2022), Linux (Ubuntu, CentOS, Kali), Hyper-V, VMware Cloud: Entra/Azure, Office 365, AWS Identity: Active Directory, Group Policy, Azure AD, ADFS, PKI, SSO, MFA (YubiKey) Security: Endpoint Protection, SIEM, Firewall, Vulnerability Management, Patch Management, WSUS Network: TCP/IP, DNS, DHCP, VLANs, VPN, Site-to-Site, SD-WAN, Wi-Fi Scripting: PowerShell, Python Tools: SCCM, WSUS, DFS, DFSR, Intune, Zabbix, Nagios, SolarWinds, Wireshark, ServiceNow Automation: PowerShell, Bash, Ansible Backup: Veeam, Azure Backup, Windows Backup

PROFESSIONAL EXPERIENCE: Infosys – Service Delivery Manager / Active Directory Architect Sterling, VA | 2021 – Present

- Directed design, deployment, and operation of multi-domain Active Directory environments, ensuring security, resilience, and compliance across on-premises and cloud platforms.
- Led service delivery for enterprise IT supporting 6,000+ users, managing

SLAs, incident response, and vendor relationships to achieve 99.99% uptime. • Architected and implemented secure cloud migrations (Azure/O365), optimizing identity and access controls to enable hybrid workforce productivity. • Automated infrastructure health checks, patch management, and reporting using PowerShell and Python, reducing manual workload by 60%. • Established IT governance, risk management, and cybersecurity best practices, achieving successful audit outcomes. • Mentored and developed junior engineers, fostering a culture of continuous improvement and knowledge sharing.

Inova – Information Systems Security Professional Sterling, VA | 2018 – 2020

- Successfully converted on premise Azure Federated Services infrastructure to Azure SSO across the organization
- Implemented Advance Group Policy Management & the formation of the Group Policy Compliance Committee, which meets and reviews all group policy, request and modifications weekly.
- Established daily meetings for the review of group assigned and unassigned tickets, this resulted in a reduction in tickets, by more than 50%

CERTIFICATIONS: Information Systems Security Professional (CISSP) – In Progress • VMware Certified Professional (VCP) – In Progress

U.S. Navy Veteran | References Available Upon Request