

# DAN STAKELEY

## DATA CENTER INFRASTRUCTURE TECHNICIAN II · IT & NETWORK INFRASTRUCTURE

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### PROFESSIONAL SUMMARY

Data center and IT infrastructure professional with 10+ years of experience spanning mission-critical data center operations, smart hands services, networking, telecommunications, technical support, and team leadership. Nearly five years with Iron Mountain Data Centers, progressing from Data Center Infrastructure Technician I to Technician II while supporting customer environments, network infrastructure, installations, migrations, power audits, cabling, and change-controlled work.

Experienced working independently on complex infrastructure projects while coordinating with customers, vendors, network engineering, security, facilities, and internal operations teams. Strong background in structured cabling, copper and fiber infrastructure, Cisco equipment, circuit troubleshooting, equipment installation, documentation, MOP development, change management, and customer-facing technical support.

### CORE COMPETENCIES

Data Center Operations & Smart Hands | Structured Cabling (Copper & Fiber) | Fiber Termination & Fusion Splicing | Rack & Stack & Equipment Deployment | Cross-Connects & Demarcation | Circuit & Power Audits | Network & Circuit Troubleshooting | Cisco Equipment | MOP Development | Change Management | Customer & Circuit Migrations | Documentation & Validation | Vendor Coordination | On-Call Support

### PROFESSIONAL EXPERIENCE

**Iron Mountain Data Centers** — Boyers, Pennsylvania

**June 2022 – Present**

#### *Data Center Infrastructure Technician II*

- Deliver hands-on smart hands and data center infrastructure services for customer environments within a mission-critical facility.
- Perform rack and stack installations, equipment deployments, removals, and relocations; install, troubleshoot, maintain, and validate network and infrastructure equipment.
- Install and troubleshoot copper and fiber optic cabling, including multimode and single-mode fiber; perform fiber termination and fusion splicing for infrastructure projects.
- Build and modify cross-connects and demarcation infrastructure.
- Troubleshoot network connectivity, circuits, equipment, cabling, and infrastructure issues, including internal network, security, and building management systems.
- Support customer and circuit migrations from planning and implementation through validation and documentation.
- Perform power and circuit audits to validate infrastructure and equipment requirements.
- Author and execute Methods of Procedure (MOPs) for infrastructure work; submit and manage changes through established change-management processes.
- Coordinate with network engineering, security, facilities, customers, vendors, and other technical teams to complete infrastructure projects.
- Own projects from planning and preparation through implementation, testing, validation, and documentation, frequently handling complex or specialized assignments requiring independent troubleshooting and broad data center infrastructure knowledge.
- Participate in on-call support and respond to infrastructure issues in a mission-critical environment.

**Iron Mountain Data Centers** — Boyers, Pennsylvania

**November 2021 – June 2022**

#### *Data Center Infrastructure Technician I*

- Supported daily data center operations and customer smart hands requests.
- Performed equipment installations, rack/stack work, cabling, troubleshooting, and infrastructure changes.
- Assisted with network and circuit migrations and connectivity troubleshooting.
- Worked with copper and fiber infrastructure, including cross-connects.

- Supported power audits and infrastructure validation; created documentation and assisted with MOP and change-control processes.
- Coordinated with customers, vendors, and internal technical teams to complete service requests.
- *Promoted to Technician II after demonstrating increased technical capability, independence, and ownership.*

## **ASCC, Inc.**

**March 2021 – November 2021**

### ***Healthcare Telecommunications Technician***

- Provided field-based telecommunications and technology support for healthcare facilities.
- Installed, configured, and supported Nurse Call, Nurse Tracking, Security, and Sound Masking systems.
- Performed structured cabling and infrastructure installations.
- Troubleshoot field hardware, cabling, connectivity, and system issues, working directly with healthcare facilities and customers to diagnose and resolve technical problems.
- Supported infrastructure deployments and installations in active healthcare environments, coordinating field work while maintaining customer service and operational requirements.

## **ZOLL Medical**

**May 2018 – February 2021**

### ***Senior Authorization Specialist***

- Provided operational leadership and oversight for a team of approximately 10 employees supporting medical equipment authorization processes.
- Delivered training, coaching, and day-to-day guidance; reviewed work for accuracy, completeness, and compliance with established processes.
- Served as a point of escalation for complex authorization and process issues, coordinating with internal departments, healthcare providers, and insurance companies.
- Prioritized and managed authorization submissions based on business and customer requirements, balancing workload, quality, accuracy, and turnaround requirements to support team performance.
- Helped resolve issues and improve workflow efficiency.

## **ZOLL Medical**

**October 2012 – May 2018**

### ***Technical Support Specialist***

- Provided technical support for customers and internal users within a medical technology organization.
- Troubleshoot technical issues involving software, hardware, networking, and connected medical technology.
- Assisted customers with technical problems and provided step-by-step troubleshooting; diagnosed issues and coordinated escalations when problems required additional technical resources.
- Documented customer issues, troubleshooting steps, and resolutions.
- Worked across departments to resolve complex customer and technical problems, developing strong experience in customer service, technical troubleshooting, issue ownership, and problem resolution.

## **EDUCATION**

### **Community College of Beaver County**

**2010 – 2012**

*Associate of Applied Science — Computer Information Systems / Networking*

## **ADDITIONAL TRAINING**

- Cisco Networking Academy
- Treehouse Full Stack JavaScript Techdegree · 2016 – 2017
- CompTIA Network+ N10-008 Training · 2024