

Thomas R. (T.R.) Griffith II

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Information Technology Management Executive with Tremendous Leadership Experience & Hands On Mentality

⊗ Business Process Automation ⊗ Service Delivery ⊗ IT Architecture ⊗ IT Project Management

Creative, customer service focused technology strategist that solves complex business problems by determining needs and architecting a cost effective and efficient solution. **Confident and determined leader with proven expertise** in leading technology professionals focused on teamwork, measured goals and coordinated actions.

Technical Leadership Competencies

Strategic IT Planning... Standards Development... Project Management... High Availability Planning... Change Management...
Business Intelligence Solutions... SLA Creation & Adherence... Application & Web Development Lifecycle

Technology Summary

Certifications:	A+, MCSE+I, Dell Certified Server/Desktop/Laptop
Operating Systems:	Current in all Microsoft OS, CentOS, Linux, Unix
Databases:	MS SQL 2003/2005/2008 & MySQL
Languages:	SQL, HTML, ASP, CSS, PHP
Servers:	MS Active Directory, Exchange, MS SQL, IIS, Apache, Altiris, Symantec Endpoint, VMWare, MS Lync
Software:	Google Docs, Sheets, Slides, MS Project/ Visio/Office, Salesforce.com, Bullhorn, SalesLogic, NetSuite, Yardi, Premier Pro, Corel Suite, Adobe Pro, Siebel, Backup Exec, Pivotal
Telephony:	Avaya, VMPro, Nextiva, SpectrumVOIP, Cisco VoIP
Networking:	Cisco, Watchguard, Sonicwall, DNS, DHCP
Others:	LAMP, WAMP, Joomla, Equalogix

Experience

Chief Information Officer - Tusk Enterprises - Arlington, TX - Jan14 – Current (50+ person Healthcare Recruiting)
Responsible for the direction and implementation of all technology needs, analyzing and dissemination of analytical data & satisfactorily maintained daily support and operations of the staff.

- **Reduced time to submit candidates** by implementing new cloud based candidate lifecycle software and creating business processes that are easy to use, support the business and work with the software.
- **Improved daily uptime and reduced support issues** by creating and implementing a standard desktop computing model.
- **Implemented Google GSuite to lower costs and increase file retention.** Also replaced multiple spreadsheets with Google GSuite apps to help secure data and reduce double data entry for team, **increasing productivity & collaboration.**
- **Increased reliability & reduced overhead** by converting internal server based applications to cloud based SAAS providers.
- Researched, planned and led implementation of CRM & ATS system.
- Planned, managed implementation and coordinated multi-department scheduling of personnel to create interactive internal training intranet application.

IT Director - Worksoft - Addison, TX - Nov10 – Oct13 (100+ person software development shop)
Ensured systems availability and cutting edge status by planning, hands on coordinated efforts, vendor communication and management. Worked alongside C-Level leaders to improve efficiency of business processes through technology.

- **Reduced communications budget by 40% a month** by introducing more efficient work collaboration methods, planning and implementing Microsoft Lync VOIP system to replace analog phone system and GoTo Meeting accounts for employees.
- **Developed, planned & implemented Disaster Recovery Strategy** that included 2 separate physical production sites using BGP network, point to point communications, Equalogix SANs, multiple VMWare sites managed by VCenter.
- Researched IT strengths, weaknesses, opportunities, & threats to develop an IT Strategic Plan for the growth of IT.
- Introduced "Live Knowledge Base" to close the gap between corporate office, telecommuting, and international employees. 85% of company is virtual.
- Increased availability and reduced IT overhead by migrating core business applications to cloud based services. Implementing automation where possible to speed service delivery and reduce mistakes.

Technology Operations Director - DFW TechPros - Arlington, TX - Nov08 – Nov10 (20+ Employees and contractors)

Assisted in the creation of an IT as a service technical support company, focusing on small and medium sized companies that couldn't afford a fully staffed and experienced IT Staff.

- **Created Strategic Planning Guides** that road mapped out a 6 month, 1 year and 3 year plan for the growth of the company, both technically and business planning.
- **Reduced Operating costs after architecting internal and external technology solutions.**
 - Implemented a redundant all-in-one network device that acted as Malware Blocker, Firewall, and Router.
 - Implemented Virtual Environment using ESXi for smaller companies that don't need automated redundancy.
- Customer Accomplishments:
 - **Reduced IT Costs for Holdings company by 25%** by moving to a virtualized environment
 - Increased Preparedness at AT&T Stadium by proactive troubleshooting of POS systems and network prior to events
 - **Coming in 10% under budget and 1 month ahead of schedule** acted as Project Manager for the development of a vehicle tracking software for cement company.

IT Director - CREDIT SOLUTIONS OF AMERICA - Addison, TX - Oct06 – Nov08 (1200 Employees, 3 offices in DFW)

Successfully led the IT Business Unit, which consisted of 3 departments (65 people); IT Systems (Network, Systems, Business Intelligence), Development (Web & Application Development, Quality Control) and Technical Support.

- Reduced downtime from daily firefighting and reaction based support to proactive management by implementing Change Management and Emergency Response Procedures.
- **Decreased delivery time of development projects by 65%** by implementing a standardized Software Development Life Cycle along with a standard Object Oriented Code base, switching to AGILE methods and enforcing Quality Control.
- **Improved customer service rating for internal technical support team by 35%** by creating a roving Desktop Support team that acted as personal technical trainers and champions of change to the end user environment.
- Increased communication and morale within the department by holding monthly motivational and information exchange meetings, **allowing a free environment to exchange ideas, disseminate updates and recognize achievements.**

Director of IS Services - TRAMMELL CROW RESIDENTIAL - Dallas, TX - Apr02 – Oct06 (2500 Employees, 25 Offices Nationwide)

Stabilized IS Services group by creating and implementing policies and procedures that improved internal customer service ratings, decreased downtime of customer facing associates and ensured fast and accurate support of critical business systems.

- **Increased internal customer service ratings by 65%** by researching, writing business case and then negotiating and implementing a help desk ticketing and customer management system and Change Management procedures.
- Revolutionized support of the main mission critical business system by identifying the need for industry experienced personnel and training them on the technology instead of trying to train technical people on the nuances that experience teaches.
- **Reduced IT asset loss rate to 1% per year** by implementing Asset Control Policies and an Asset Inventory Control system.

Enterprise Systems Manager - DATARETURN CORP - Irving, TX - Mar99 – Mar02 (1250 Employees, 4 DataCenters worldwide)

During tenure quickly rose from Lead IIS Support Engineer to Enterprise Systems Manager due to tenacity and anything is possible attitude. Go-To guy for management when special or crucial projects MUST be accomplished correctly.

Outlying Site Administrator - SOUTHLAND CORP - Dallas, TX - Sep98 – Mar99
IT Director & Webmaster - KAIZEN SOLUTIONS - Pensacola, FL - Jun96 – June98
Intelligence Specialist - US NAVY - San Diego, CA - Aug92 – Jun96

Education

Computer Sciences - San Diego State University - San Diego, CA - 1995-1996
General Studies - University of Florida - Pensacola, FL - 1990-1992