

T.R. Griffith

<https://trgriffith.com/career>

<https://www.linkedin.com/in/trgriffith>

career@trgriffith.com

(817)709-1631

1406 Mapleton CT

Arlington, TX 76018



THOMAS R. GRIFFITH II (T.R.)

Information Technology Leader with Successful Outcomes & Hands On Mentality

SUMMARY

Client focused technology strategist that begins with understanding the client needs and expected outcomes and then leads stakeholders, cross-functional experts & 3rd parties to meet Project goals. Confident with proven expertise in leading professionals focused on teamwork, measured goals, and coordinated actions. Critical thinker grounded in continuous education of self & team

T.R. Griffith – EXPERIENCE

Cooperative Computing, Plano TX (Hybrid)

VP, Client Services, Enterprise Program Management – FEB 2022 – SEP 2024

Responsible for the Digital Transformation of clients by ensuring cross-functional business objectives & operations are functioning at optimal efficiency. Maintain stakeholder management & resource allocation across multiple projects to ensure on-time & on-budget outcomes

- Maintained Strategic direction of clients by overseeing all technical programs, planning IT roadmaps to support business goals and ensuring operation excellence within onsite and cloud infrastructure
- Mentored and lead team leaders and project teams **leading to a 25% reduction in costs**
- Lead and participated in discovery, solutioning and scoping sessions to ensure clear achievable outcomes
- Controlled engineering costs and boosted overall profits by managing on-shore & off-shore resources, development expenses and influencing key decisions on tool and technology purchases
- **Added \$35K in MRR within 6 months** after conceptualizing, creating and leading a Digital Marketing team to provide recurring Marketing & Branding services to clients
- Planned, developed and lead client relations team that ensured exceptional client satisfaction and complete understanding of client needs in order to find new revenue opportunities

Neptune Technical Consulting, Arlington TX (Remote)
CIO / Enterprise Program Manager - JAN 2020 - FEB 2022

Split time between acting as Company CIO and actively consulting with clients as either a Fractional CIO/CTO, Program Director, Product Owner, Product Manager, or Solutions Architect

- As Program Manager worked with clients, vendors and client customers to ensure application development and delivery, operational IT project implementations and successful revenue supporting project completion
- Planned, Researched & Implemented Customer Relationship Management (CRM), Human Resources Information System, Accounting Solutions, Websites, Intranet, Email & other technical solutions
- Created strategic staffing plan for clients, writing job descriptions, interviewed, hired and trained FTE for clients
- As Virtual CIO was responsible for capacity planning, IT Service Management, complex projects, Change Control, Security Architecture Risk Mitigation, Disaster Recovery & Business Continuity
- As Product Owner & Solutions Architect design and direct off-shore and on-premise development teams to create new software solutions within the Healthcare industry in both business needs and technical solutions
- Responsible for the seamless integration of systems enhancements while implementing process improvements to align with business objectives

Tusk Enterprises, Arlington TX
CIO - JAN 2014 - JAN 2020

Responsible for the direction and implementation of all enterprise technology needs, analyzing and dissemination of analytical data & satisfactorily maintained daily support and operations of the staff

- **Increased reliability & reduced overhead by 15%** after leading conversion of server-based applications to SAAS solutions, includes CRM & ATS System
- Planned and led remote resources to develop, integrate and automate common operations and actions that reduced overall cost of technical operations enough to eliminate need for Full Time Technical Resources
- Increased reliability & reduced overhead by converting server-based applications to cloud SAAS providers, includes CRM & ATS System
- Planned, implemented, and coordinated multi-department scheduling of personnel to create interactive internal training intranet application
- Performed troubleshooting of systems, network and was responsible for maintenance of all computer systems & network

Worksoft, Addison TX**IT Director - NOV 2010 - OCT 2013**

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, with 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

DFW TechPros, Arlington TX**Technology Operations Director - NOV 2008 - NOV 2010**

Lead 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
- 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 by 25%** by moving to a virtualized environment
 - Increased Preparedness at AT&T Stadium by proactive troubleshooting of POS systems and network prior to all 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

Credit Solutions of America, Addison TX
IT Director - OCT 2006 - NOV 2008

Successfully led the IT Business Unit, which consisted of 3 departments; IT Systems, Development, and Technical Support.

- Dramatically 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 internal customer service rating by 35%** after creating a roving Desktop Support team that acted as personal technical trainers and champions of change to the end user environment
- Allowed a free environment to exchange ideas, disseminate updates and recognize achievements by holding department wide monthly motivational and information exchange meetings

Trammell Crow Residential, Dallas TX
Director of IS Services - APR 2002 - OCT 2006

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 to leverage user experience in application technical support

DataReturn Corp, Arlington TX**Enterprise Systems Manager - MAR 1999 - MAR 2002**

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.

- **As a pre-cursor to Office 365**, managed first project aimed at attempting to host corporate infrastructure systems. Successfully hosted Domain, Exchange & File Servers over the internet when Microsoft told us it could not be done
- Completed and then led, 2 months ahead of schedule, a Dedicated Support Team supporting >\$30K MRR customers
- **Reduced IT budget by 20%** by standardizing corporate PC assets by job roles

Southland Corp (7-11), Dallas TX**Outlying Site Administrator - SEP 1998 - MAR 1999**

Travelled to remote offices and managed all networks and servers. Responsible for ensuring uptime and availability

- **Created a schedule that decreased cost by 50%** by flying location to location and using major metro areas as a hub for smaller offices
- Took responsibility and assisted end users while on-site with any open technical support issues requiring local assistance

Kaizen Solutions / SPYDEE Internet, Pensacola FL**IT Director / Webmaster - JUN 1996 - JUN 1998**

Founded Pensacola's first dial-up ISP and website design firm. Developed and managed all hardware and network services

- Conceptualized and planned network services to provide internet to dial-up clients, creating all software in order for clients to connect
- **Planned and designed first internet community at Pensacola.com** for clients, pitching online website to businesses and promoting the adoption of online commerce
- Worked with stakeholders to plan and design ecommerce and branded websites
 - **Hosted and commentated first live on-line Professional Boxing Event**, Roy Jones Jr vs Virgil Hill (RoyJonesJr.com)
 - Built and hosted over 100 websites using notepad for code generation and CoreDraw for graphics in a one year period

US Navy, San Diego CA**Intelligence Specialist - AUG 1992 - JUN 1996****Security Clearance: Top Secret SCI**

Responsible for the collection, processing, analyzing and dissemination of intelligence information pertinent to the mission of the United States Navy.

- Commander Third Fleet duties
 - Processed, analyzed and summarized intelligence reports for three-star admiral, briefing him daily on relevant intelligence subjects
 - Participated in the creation of exercises based on current geopolitical situations to ensure fleet readiness
 - Used joint intelligence computer systems to track and monitor assets around the world
 - Used computer systems to create mock images used to train damage assessment, target selection and promote action planning
- Part of evaluation and implementation team for joint system based on civilian internet trends (visual websites for the dissemination of intelligence)

T.R. Griffith - SKILLS

Professional Experience: Strategic & Tactical Leadership, Initiative, Business Process Analysis, Enterprise Growth Enablement, Strategic Information Technology Planning, Planning & Forecasting, System Design, Technical Innovation, Enterprise Program Management, Project Management, Standards Development, Change Management, IT Architecture, Disaster Recovery & Business Continuity Planning, Budget Control Setting & Management, IT Consulting, Enterprise Team Management

Application & Software Development Expertise: Agile Development Methods, Software Development Life Cycle, Data Migration Methods, Coding Languages (HTML, PHP, ASP, CSS, SQL), LAMP, WAMP, Linux, Python

Cloud Technologies: Azure, Entra, MS365, AWS, Google G-Suite, DNS, FTP, SFTP, Joomla, WordPress, Network Security, Powershell, Access Controls

Database Technologies: SQL, PostGRES, MySQL, Mongo, Snowflake, NoSql

Technical Solutions: Current in all Microsoft Operating Systems & Windows Server, CentOS, Linux, Unix, Entra, MS Active Directory, Software & Hardware Firewalls, Salesforce.com, SalesLogic, NetSuite, Corel Suite, Adobe Pro, Siebel, Backup Exec, Avaya, Nextiva, Cisco VoIP, Cisco Meraki, Watchguard, Sonicwall

T.R. Griffith - EDUCATION

University of Texas, Arlington

AUG 2010 - DEC 2023, ARLINGTON, TX
Focused on Technology related classes as needed

San Diego State University

AUG 1994 - DEC 1996, SAN DIEGO, CA
Began specialized training with University scholars, technology early adopters and intelligence community in order to create internet for Intel Community