**Keith Gregory**

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**Information Technology**

Digital Transformation ◾ $6.5 Million Cost Savings ◾ 15% Efficiency Gains

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| IT Professional who provides bold strategies and roadmaps aligned with business needs to increase operational efficiencies and cut costs.  Collaborative leader with demonstrated ability to develop IT solutions, solve problems, and overcome obstacles to turn around failing implementations, get projects back on track, and guide projects to completion.  Outstanding communicator with proven success building strong business relationships and conveying complex technical information to non-technical audiences. | |
| **Signature Strengths**  IT Strategy & Governance – IT Program & Project Management – Software Development – Cloud Computing – IT Budgets & Forecasts  Business Analysis – Technical Requirements – IT Service Management (ITSM) – Process Improvement – Systems/Software Integrations  C-level Communications – Data Integrity & Security – Risk Management – Business Continuity – Contractor & Vendor Management | |
| Systems | Microsoft Server 2003 – 2016, Windows 7/8/10, Microsoft Azure, AD, Office 365, Cisco IOS |
| Hardware | Intel-Based Server (Dell and HP), Intel and AMD-Based PCs, Android Phones, Tablets, and Devices |
| Networking | CAT 5/5e/6, TCP/IP, 802.11, LAN/WAN, DHCP, DNS, (S)FTP, HTTP(S), SMTP, Servers, Routers, Switches, Network Infrastructure Design |
| Software | Infor, Ultimate Software, Ceridian Dayforce, Microsoft Dynamics, TNA, HRIS |
| Admin./Support | LogMeIn, ScreenConnect, Team Viewer, SOTI, Kaysea, Azure, Datto RMM & PSA |

**Professional Experience**

IT Consulting & Project Management USA & Internationally

Independent Consultant (Remote Assignments) May 2020 – Present

**Client Engagements:** Consulted with companies at onset of COVID-19 pandemic and during lockdown to rapidly change the companies’ internal networking to support remote work-from-home capability for their employees.

**Cloud-based Solutions:** Spearheaded migration of internal data storage, email, and collaborative functions to cloud-based solutions such as Microsoft Office 365 and Google Enterprise to ensure hurricane preparedness, disaster recovery, and business continuity.

**IT Service Management:** Delivered secure, reliable, and scalable IT service management solutions (ITSM) for several mid-sized companies. Set up policies and procedures for support 45 staff members working from home. Moved servers to virtualized colocation facilities. Managed remote staff during the term of the contract.

**Product Development:** Collaborated with software/hardware engineering teams to develop proprietary virtual reality (VR) application.

**QA & QC:** Guided product development, quality assurance, and quality control for client’s software development and testing processes.

**Telecommunications:** Set up and configured VOIP systems for clients’ remote workers.

The Service Companies Miami Lakes/Miramar, FL

Managing Director, Information Technologies March 2013 – March 2020

**Technology Initiatives:** Hired by CFO to direct fledging project to migrate company to an online time and attendance (TNA) system for 8,500 employees using Android-based timeclocks with facial verification to reduce erroneous time entries into the payroll system. Worked with outside vendors to overcome obstacles unique to the company’s 24/7/365 work environment.

* Saved $6.5 million in annual payroll processing by reducing workload and helping eliminate fraud. Achieved a 15% reduction in payroll costs and increased department efficiency by up to 32%.
* Deployed Google Enterprise throughout the organization. Managed software evaluation and implementation of SugarCRM, Ultimate Software, Infor, Ceridian DayForce, and TimeForce.

**Operational & Financial Leadership:** Established internal IT department. Presented budget and spending plans to CFO and Board of Directors. Developed and managed $12 million annual IT budget. Defined and formalized HW/SW standards and purchasing processes. Set course and direction for technology evolution and prepared quarterly status updates to inform BOD of return on technology investments.

* Restructured and consolidated wireless phone plans and implementing RMM software to manage company-provided wireless devices. Worked with HR and legal department to develop user responsibility policies.
* Led deployment team in the configuration and delivery 180 tablets across 150 client sites across 48 states and the Caribbean.
* Led disaster and business continuity planning and implementation by migrating corporate end-users to Office 365 to support ability to corporate employees’ capacity to work from anywhere during travel and/or natural disasters.
* Established internal helpdesk and onboarded staff to resolve end-user issues in the field.
* Saved $36,000 annually by streamlining purchasing department’s method of filling orders and eliminated one FTE.

Parmac Miami, FL

IT/Network Support December 2008 – March 2013

**Client Services:** Provided IT support for computers, servers, and complete network infrastructure for clients in the Miami area.

* Onboarded clients into a healthcare SaaS Company, IT systems and services with 900 end-users. Supported physician’s offices included vendor management, network administration, telephony, messaging, and collaboration, and VOIP.
* Led expansion of IT service delivery and supported 6 metal fabrication companies with multiple locations and 300 end-users.

Vital Systems Support Miami, FL

Information Technology Consultant October 2006 – December 2008

**IT Project Management:** Worked with CTO in the developedment of a standardized methods of deploying Windows operating systems to PCs in order to reduced errors and enhance the stability of OS installations.

**Business Continuity:** Delivered multiple system replacement and software upgrade cycles for Windows Server networks for up to 35 seats using high-intensity weekend deployment method, which enabled client to be productive on Monday and reduced downtime dramatically.

**People Management:** Supervised contract workers and managed external vendors on behalf of clients to ensure successful product integration and project outcomes.

**Training:** Educated clients and their employees on safe computer and internet use, risk reduction, and prevention of security breaches.

**Additional Experience**

Applications Consultant, Cisco Systems

PC/Network Admin, Precision Response Corporation Director Information Technolgies, HIP Health Plans

Sr. Network Admin, American TelNet/FirstCall Communications IT Manager, Book of Hope

**Technical Knowledge**

**Operating Systems:** Windows Server 2000-2019, Windows Terminal Server and RDP via IaaS provider, Windows 10, 8, 7, Vista, XP, 2000, NT 4.0/3.5x, MS-DOS, Exchange, Hyper-V and VMware Hypervisors, UNIX, Linux, Apple Mac OS X 10.2-10.15.

**Networking & Cloud:** Ethernet, Wireless/Wi-Fi, Routers, Firewalls, Content filtering, Load balancers, TCP/IP, DNS, VPN, IP Telephony/VoIP, Web Servers, Microsoft Networking, Active Directory, Group Policy, Exchange, Remote Desktop, NAS & SAN storage devices, Security NVR/Camera systems, Microsoft Office 365, Azure AD, Google G-Suite and other cloud-based applications,SaaS, PaaS,and IaaS solutions.

**Software:** Deployment and management of off-the-shelf applications such as QuickBooks, Sage Accounting, and various custom line-of-business programs. Skilled in use of system maintenance and diagnostic tools, Anti-malware and security tools, remote monitoring and management, remote control, ticketing and knowledge base software, MS Office, Adobe Creative Suite, and various CRM systems.