

# RAYMOND ADAMS

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## VICE PRESIDENT INFORMATION TECHNOLOGY

Service, Operations, & Infrastructure Excellence With Customer-Centric, Quality-Focused Approach

Strategic and Tactical Leader for Global, Multimillion-Dollar IT Operations

*Data-Driven Advances - Offshoring/Outsourcing - SAP, VMWare, Exchange, & Linux*

“**Leader, problem-solver, team player, high performer, and achiever...** Raymond adapts well & uses his technical, analytical, and driven nature to produce results while developing high-performing teams.” – *VP Global Shared Services*

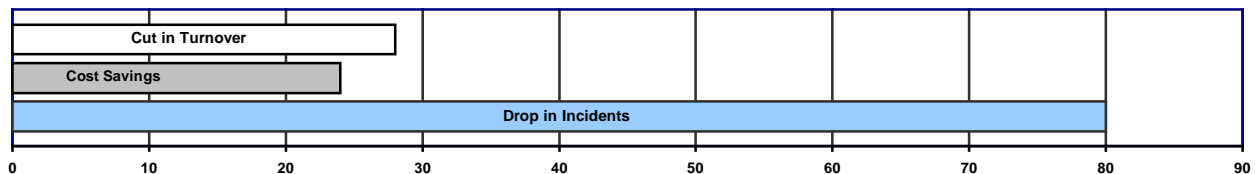
“Simply stated, Raymond is one of those managers that **every IT resource wants to work for.**” – *Systems Consultant*

- ▶ ITIL
- ▶ Offshoring & Outsourcing
- ▶ Business Intelligence
- ▶ Capacity Planning
- ▶ Infrastructure Improvement
- ▶ Executive Dashboards
- ▶ Business Continuity
- ▶ KPI / Metrics Measurement
- ▶ Change Management
- ▶ Data Center Consolidations
- ▶ Vendor Management
- ▶ Revenue Growth

## TECHNOLOGY LEADERSHIP RESULTS

- **100% performance** to SLA standards that facilitated unprecedented client contract extensions of 3-5 years.
- **Less than 2% staff turnover** (from 30%+) with concurrent increases in client satisfaction and performance gained by instituting KPI measurements and focus on root cause analysis.
- Support to 2,500+ customer Wintel devices, with **global direction** for incident/problem/change management.
- \$2M+ savings, plus transformation for service team from cost center to revenue-generating group.
- **80% drop in incidents**, preventing recurrence by splitting efforts into short/long-term problem management.

Percentage of Improvement in Cost, Efficiency, & Performance (Past 18 Months)



## PROFESSIONAL HISTORY

JCF International Services, Alpharetta, Georgia - 2005 – Present

### INFORMATION TECHNOLOGY DIRECTOR

IMPROVEMENTS IN TEAM MORALE, SLA PERFORMANCE, COST CONTROL, & CUSTOMER SATISFACTION

Produced significant rise in service quality, taking on progressively wider, VP-level authority for strategic outsourced engagement planning, global IT processes, and incident management within multimillion-dollar engagements.

- Oversee Systems, Network Monitoring, Incidents, server builds/patching, Command Center, and Level 1-3 Support
- Administer deployment, availability, and issue resolution for 4,000-5,000 servers in 24X7X365 global environment
- Supervise 7 direct and 70+ total indirect reports (57 U.S., 15 offshore), up from 25 direct reports in 2005-2009

## INFORMATION TECHNOLOGY DIRECTOR – *Continued...*

### COST & EFFICIENCY IMPROVEMENT

- **Slashed costs \$1.2M** with close expense auditing, automated solutions, and offshore resource utilization.
  - Leveraged unused offshore capability by **building executive confidence around deliverable quality**, adding regular status reporting and specific communications strategies to address cultural diversity.
- **Boosted delivery quality** with KPI metrics at each engagement, creating 15% rise in MTTR within 6 months.

### TECHNOLOGY LEADERSHIP & STAFF LOYALTY

- **Simultaneously improved work-life balance and performance** quality for 20 direct reports within first 6 months; cut average hours 35%+ with 3-shift schedule (vs. on-call duty) that increased after-hours service quality.
  - Raised expectations, while offering assistance to employees; built morale crucial to strong performance.
- Regularly coached IT resources into senior-level roles; trained SMEs in virtualization, Microsoft Hyper-V, Virtual Desktop (Cisco), and other technologies in mentorship programs as critical steps in securing client contracts.
  - **Personally assumed charter for 3 leadership roles.**

### REVENUE GENERATION

- **Secured client contract extensions** based on consistent performance; earned client trust through constant collaboration, stable operations, joint problem-solving, and substantial turnarounds in outage frequency.
- **Produced \$300K+** in 2010/2011, transitioning 10% of staff to Professional Services activities to secure contracts.

**Silverton Solutions**, Dallas, Texas - 2002 – 2005

### INFORMATION TECHNOLOGY DIRECTOR

As direct report to CEO, project managed global technology initiatives to support Sales and Marketing teams, with global user base for MCAD software firm based in Italy. Led worldwide Help Desk (Network, MS Exchange, Blackberry, graphics software), maintaining efficient and responsive performance with technical training.

### GLOBAL IT OPERATIONS

- **Supported offices in the U.S., Japan, India, France, Germany, and Italy** with technical/IT support, networking, and projects; coordinated corporate website changes and language localization for 7 countries.

### COST CONTROL

- **Decreased annual IT telecom spend \$2.16M** with VoIP Global solution that leveraged existing equipment.
- Transitioned company to outsourced provider upon closure of U.S. sales, dampening continued operational expenses with identification of suitable IT provider and collocation center migration to new facility.

**Hosting Solutions, Inc.**, Kansas City, Kansas - 2001 – 2002

### SENIOR MANAGER – HOSTING SERVICES

Led Network Operations and Systems Administration teams charged with client network/systems design, buildout, implementation, monitoring, and maintenance during rapid growth period at startup hosting services firm. Directed and coached 5-member staff, and managed relations with all business units and vendors.

### IT EXPENSE REDUCTIONS

- **Cut operating costs nearly \$1.2M annually** with office move; coordinated all facilities preparations, staff moves, equipment transition, and provisioning for Internet connectivity and phone system setup.

**SENIOR MANAGER – HOSTING SERVICES – *Continued...***

**TECHNOLOGY TEAM MANAGEMENT**

- **Retained technical talent** despite lack of training/merit rewards with extensive training and career path coaching; led all Change Management System and Version Control meetings.
- Procured and managed operational resources for external and internal implementation projects.

Global Telework, Inc., Boston, Massachusetts - 1999 – 2001

**DATA CENTER OPERATIONS MANAGER**

Supervised 10-15 Tier 1 & 2 Operations Engineers in 24X7 Data Center, leading improvements to quality and responsiveness at application service provider (ASP) with wide client base. Managed projects to specific timelines and budgets—*reducing client deployment process effort* by increasing communications among technical resources.

**PROCESS IMPROVEMENTS & QUALITY**

- **Increased productivity and systems availability** with new operational processes and standards; boosted Operations Engineer skill level with in-house training at minimal cost.
  - Assisted to reach ISO 9001 certification by documenting Data Center operations and standardizing procedures.
  - Improved department policies impacting efficiency, partnering with HQ colleague for ISO 9000 project.
- Planned and executed **seamless, cost-effective data center client hardware migration** to new network architecture (maintaining 100% adherence to client SLAs), managing full transition process with new database, Wintel, network, and operations teams.

**ENGINEERING LEADERSHIP**

- Fostered positive employee relations, assisting to **promote 40%+ of staff** to higher-level opportunities through consistent career development leadership.
- Served as technical liaison to Change Control Board meetings, addressing operating systems, network, and facility management concerns.

Other Technology Experience:

**DIRECTOR OF LEARNING TECHNOLOGY INFRASTRUCTURE, Wilson Educational Centers**

*As Project Manager, designed Web portal delivery environment, managing vendor evaluation, provisioning, delivery, and quality; administered 3,000-computer replacement effort in collaboration with Dell and IBM.*

**SENIOR FIELD ENGINEER / SHIFT MANAGER, Lockheed Martin**

*Saved \$75K annually with fiber optic transmitter/receiver hardware redesign; managed data processing facility operations to 100% uptime requirements during Gulf War. Served as ISO auditor.*

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**E D U C A T I O N**

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**BACHELOR OF SCIENCE IN COMPUTER SCIENCE**

University of Massachusetts, Boston, MA

**A.S. IN COMPUTER TECHNOLOGY**

DeVry Technical College, Chicago, IL

ITIL Foundations Course