

# Thomas Smith

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Haltom City, TX 76117

## Servant Leader, Hands-On Problem Solver, Agent of Change

IT & Operations leader with 18 years of IT and 11 years management experience bringing a talent for creative problem solving, continuous process improvement, developing high performance teams, and increasing productivity team building & technology implementation

### Skills & Competencies:

- Data Analysis
- Business Management
- Team Building & Leadership
- Process Improvement
- IT Infrastructure
- Network/Systems Administration
- Project Management
- Contract Management
- Social Media Management & Marketing Strategies

### Relevant Experience:

#### Operations Leader    2016 – Present                      Harvison Family Companies

Provide operational leadership to multiple companies for an entrepreneurial family. Businesses covering a wide range: call centers, product manufacturing, warehouse/distribution center, sales, project management, energy savings solutions, financing solutions, insurance sales, technology solutions, security and home automation solutions, telco companies, robotics R&D, etc...

- Define/implement business processes & procedures including sales, accounting, IT and the research & implementation of ERP solutions for multiple companies.
- Assist with and guide multiple start-up businesses ranging from home automation and security solutions to health supplement and cosmetics product manufacturing
- Manage sales, marketing, and project management for Energy Savings Retrofit company (LED Lighting, HVAC, Refrigeration, Solar, Energy Storage, etc...)

#### Operations & IT Director    2012 – 2016                      Outreach Communications

- Increased company profits by 10% by designing/developing web applications reporting tools, process improvement, implementation of open source ERP solutions, and migrating antiquated software installations to SAAS solutions.
- Report development and statistical analysis to create measurable performance metrics to improve processes and training programs
- Mentored and trained direct reports to establish a team environment where employees looked forward to Mondays!
- Implemented VMware virtualization platform saving the company over 75% of the planned budget for hardware & software refreshes and simplifying backups and disaster recovery processes.

#### Network Administrator    2010 – 2012                      CCRA Travel Solutions

- Managed the move of 24/7 production server environment from Los Angeles, CA to Fort Worth, TX maintaining 99.99% uptime SLA under planned time & on budget

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- Implemented processes, procedures, and improvements to reduce server-based help desk tickets by 95% (from 70+ infrastructure tickets/week to 4/week)
- Designed & implemented cloud backup & disaster recovery solutions to maintain 99.99% uptime SLA
- Hire & managed additional IT staff

## Technical Project Manager

2006 – 2010

## Falcon Steel Company

- Manage implementation of Epicor ERP platform. Working with platform consultants and key stakeholders to define the scope and scale of the project and design the roll-out process. Develop custom add-ons and processes to expand the base capabilities with Epicor's customization forms and new .NET code. (project still in process upon exit)
- Development of CAD and Engineering automation tools reducing project times by 40%
- Implement Asterisk VoIP PBX platform, replacing existing analog PBX saving 80% of the estimated purchase expense
- Manage implementation of \$1M robotic cutting and welding station. Lead the layout, mounting designs, and programming setup

## Drafting Manager/Programmer

1997 – 2006

## Valmont Industries

- Quick progression within the company from "Copy-boy" to Drafter to Programmer to Drafting Manager
- Increased productivity of 6 drafters and assistants through iterative process improvement and servant leadership
- Developed software to automate processes for sales, engineering, drafting, and manufacturing departments resulting in stream-lined processes and reduced errors throughout the company.
- Software development of CAD automation tools reducing drafting job times by 86%

## Technical Skills:

- Excel Guru
- CAD/CAM: AutoCAD, Sketchup, ProNest, Fusion360
- Adobe Creative Suite
- Gimp, Inkscape
- VMware, Citrix
- Asterisk VoIP/PBX
- DHCP, DNS, LAN, VLAN, WAN, Active Directory
- CNC Routers, Laser Engravers, 3D Printers
- ERP/CRM: Odoo, SugarCRM, vTigerCRM, Epicor
- HTML/CSS/Javascript, MS SQL, MySQL, VB.NET, Classic ASP, VBA, VBScript, PHP, Perl, AutoLISP
- Web Hosting

## Volunteer Efforts:

Live Event Multimedia Engineer - 12 years (121CC.com), Haltom City Liaison for 6 Stones CPR Blitz