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| |  |  | | --- | --- | | **DH** | David Holley | | (334)329-9264  davidxholley@gmail.com  7350 W Centennial Parkway  Unit 3071  Las Vegas, NV 89131  1068 County Road 541,  36854 Valley AL |

Professional Summary

IT professional with proven leadership skills and a track record of managing support teams located in various locations around the world. Highly motivated and willing to learn. Possess excellent problem solving and communication skills developed while working directly with groups including Executive leadership, QA, Operations, Development, Product, Information Security, Project Management, Vendors, etc.

Skills

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| --- | --- |
| * Information technology management | * Incident Management |
| * Enterprise software administration | * Project Management |
| * SharePoint administration | * Scrum |
| * Vendor management | * Root cause analysis |
| * Jira | * Office 365 |
| * Change Management | * Microsoft OS |
| * SQL | * Active Directory |
| * Exchange admin | * MS Office Suite |
| * Proven leader | * Infrastructure |
| * Synology NAS * Firewalls * Documentation * Understanding of Linux/Unix | * WAN and LAN * Network monitoring – PRTG * Systems administration |
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Experience

Sr. Information Technology Manager, EyeQ Monitoring, May 2019 ‐ Current, Marietta, GA

* Responsible for managing and maintaining all company owned systems including desktop support of PCs and laptops, systems administration of servers, database support, phone system support, etc.
* Assist with administration and maintenance of WAN and LAN including firewall support.
* Work with various vendors to purchase needed servers, PCs, laptops, and any other IT related equipment based on the needs of the company.
* Perform routine systems maintenance.
* Maintain good working relationship with co-workers and management.
* Responsible for planning, customization, roll out, maintenance and administration of out of the box enterprise software based on company needs.
* Office 365 administration
* Manage IT staff by recruiting, training, and coaching employees, communicating job expectations, and appraising their performance.
* Work with Operations leadership to ensure technology needs are met.
* Administration of domain and external email hosting

Technical Project Manager - Systems Admin - Messaging and Groupware Admin, PGI, Mar 2015 ‐ Apr 2018, ATLANTA, GA

* Served as groupware administer for the company working with systems including Jira, SharePoint 2010, SharePoint Online, OneDrive, as well as other internal collaboration tools.
* Exchange administration hybrid environment
* Active Directory and MS server support
* Office 365 admin
* Assisted with data center work including server installs, troubleshooting, data center moves. etc.
* Served as Scrum Master for multiple scrum teams responsible for projects focusing company billing systems.
* Project Manager for Corp IT team projects including the following: Migration of company intranet from Jive to a SharePoint O365 solution, Migration from SharePoint2010 to SharePoint Online and other internal collaboration tools.

Information Services Manager, InterCall, Jul 2012 ‐ Mar 2015, Valley, AL

* Managed a 24x7 global support team which consisted of 8 to 10 employees located across the US, in the UK, Australia, and India.
* Responsible for tracking and monitoring the performance of team members by using issue tracking systems to pull metrics and create reports for upper management on a weekly basis.
* Performance evaluations: Was responsible for completing quarterly and yearly performance evaluations based on standard Balanced Score Cards and provided those to senior management.
* Managed team calendar to ensure resources were available as required by the business needs.
* Evaluate and approve\deny paid time off requests.
* Managed the on-call schedule for team of 6 as well as the Change Order Meeting moderator schedule for 4 agents involved with leading this meeting.
* Conducted interviews and assisted in future staffing plans.
* Helped grow the team from 4 US members to a global team of 8.
* Incident management: Responsible for assisting on all LVL2 and LVL3 incidents managing the investigation process ensuring proper engagement though resolution.
* Root Cause Analysis: Handled follow up creation of Root Cause Analysis reports for incidents and presented those to upper management and the business.
* Managed the change order approval process for the organization.
* Worked with the development teams to plan for the transition of support for newly developed applications ensuring that proper detailed documentation was provided along with any needed training.

Sr. Support Analyst/TEAM LEAD - Application Support, InterCall, Jan 2007 ‐ Jul 2012, Valley, AL

* Provided support for business applications by troubleshooting reported issues using analysis of log entries and direct communications with QA and Development teams to distinguish between actual application issues and possible end user errors.
* Used monitoring systems and email alerting to proactively monitor all supported applications.
* Provided follow up support to QA and Development teams in order to help with root cause analysis and resolution.
* Created Bug CMs based on missed requirements found through analysis of functional requirements documents.
* Follow up through the process of production code releases to ensure the fixes are released in a timely manner.
* Led and attended meetings with the Project Management, QA and Development teams discussing open and ongoing issues, bugs, and code deployment release dates.
* Performed routine server maintenance including restarts of application servers (i.e... weblogic, tomcat, and apache restarts) to help ensure reliability of supported applications.
* Responsible for writing procedural and troubleshooting documents for applications.
* Led the team in the event Management is out of the office or unavailable.
* Led Change Order meetings to ensure all appropriate information was provided before Change Orders were approved.
* Completed mass implementations of owners across multiple business units.

Education

Bachelor of Science, Business Administration, Management Information Systems Jan 1999

AUBURN UNIVERSITY ‐ AUBURN, AL

Additional Information

* Honors and Awards, INTERCALL VALUE SYSTEM AWARD JUN 2009INTERCALL EMPLOYEE OF THE MONTH MAR 2011INTERCALL-2011 IT ALL STAR DEC 2011VALUE SYSTEM AWARD WINNER DEC 2013