

GREY HARDY

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Qualifications

20 years Technology Solutions experience, last 15 years Telecommunication and Automotive industry focus.
5 years cultivating high-performing teams, optimizing adaptive problem-solving & culture transformation.

Experience

Manager, Production Operations - Cox Enterprises, GA 2017-present

Partner with cross-functional teams providing operational technology solutions.

Lead 24x7 complex mission critical enterprise applications with a globally dispersed team across the globe.

Relationship manager maintaining enterprise-wide contracts and licensing agreements with vendors and third-party supplies. Responsible for long range departmental plans including capital projects for Microsoft SQL database and BMC Control-M environments.

- ▶ Reduced database platform technical debt by \$60,000 by consolidating multiple clusters environments
- ▶ Negotiated service provider contract with external division growing revenue by \$46,000+
- ▶ Managed Control-M upgrade that completed three months ahead of schedule resulting in a \$25,000 cost savings

Problem Manager - Cox Automotive, GA 2015-2017

Lead organization change within IT Service Management by onboarding newly acquired businesses.

Matured ITIL service operation by implementing process improvement within incident, problem, and change management.

- ▶ Reduced failures by identifying unaddressed risks and repeat failures within the environment
- ▶ Improved MTTF/MTTR by overhauling service interruption protocols
- ▶ Streamlined department onboarding process, reducing timeline by 60%

Founder of the PRIDE Employee Resource Group (ERG), combined business strategy with I&D initiatives.

Lead 10-person leadership team that launched the first ERG for the LGBTQIA+ workforce.

- ▶ Influenced expansion of health benefits coverage for transgender workforce
- ▶ Attracted over 160 members in the first 30 days, launched two remote ERGs in nine months
- ▶ Unified cross-divisional ERGs to share best practices and amplify KPIs results.

Technical Analyst – Cox Media Group, GA 2011-2015

Supported IT Operations, providing MS Operating Systems, server virtualization, and vulnerability proactivity.

- ▶ Implemented OS patch solution, improved success rate by 39% and reducing staging time by 80%
- ▶ Built lower-level environments previously not established, decreasing incidents by 35%
- ▶ Designed virtual DHCP redundant environment to eliminate routine failures of physical environment.

Education

Executive M.B.A in Organizational Leadership (2019), Ashford University, San Diego, CA

Data Science and Analytics (2021), Georgia Tech, Atlanta, GA – *Current Student*