

# GREY HARDY

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## Qualifications

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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

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**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
- ▶ Improved customer satisfaction by revamping department workload intake and adjusting role responsibilities.
- ▶ Defined and implement department strategy to provide IT services and meeting SLA agreements by 99.8%.

**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 MTI/MTTR by overhauling service interruption protocols
- ▶ Streamlined department onboarding process, reducing timeline by 60%

**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

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

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