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**Vice President, Information Systems / Information Technology**

**Strategic Leadership … IT/IS Blended with Operational & Technical Management … Added-Value Finance Background**

**… Vision, Strategy & Roadmap … Scalability Plans … Business Transformation**

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**Vision, Strategy & Roadmap … Scalability Plans … Business Transformation**

Strategic-thinking, multi-faceted technology executive with broad skills extending to IS/IT, business and finance to define/align vision and roadmap to company’s ambitious goals. Proven success tackling major operational and growth issues through targeted and overarching solutions, changing the way business is done to impact major KPIs within business units and companywide. Effectively assess existing environments, build and drive teams, and oversee innovative system design and implementation of scalable, robust, and redundant systems as well as high-impact applications. Quickly became integral member of executive team.

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| * Executive Leadership * Strategic & Tactical Planning * Team Building & Coaching * CRM & Billing systems * Process Implementation | * IT & IS Operations * Policies & Procedures * Roadmap Development * Information Security * Change Management | * Vendor Relations & Negotiations * Contract Management * Acquisition Integration * Data Center Management * New Product Development | * Financial Systems * SaaS and Cloud * Modeling * Budgeting * Workflow |
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**Professional Experience**

**Access Point Inc.,** Cary, NC, Nov 2002 - Apr. 2019

*Integrated telecommunication services company, targeting enterprise, large multilocation, and other B2B customers;*

*acquired by $2B, multi-national company, GTT Communications, in Oct 2018.*

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| **Advanced to company’s first VP, with a blended focus on executive leadership, operations, and technology.**  **Leadership scope: IT & IS Functions: desktop hardware, software development, help desk/support services, security, 2 data centers; sales and deal management software, partner and customer support web sites, billing and operational-support (BSS/OSS) functions; facilities and fleet management**  **Staff: 14 (technical directors/managers, SW engineers/on-shore and offshore developers, business analyst, and BSS/OSS specialists); Budget: $2.6M**  **--------------------------------------------**   * **Instrumental in Maximizing Revenue per Employee in this complex, data-centric organization: Revenue growth of 60.9%, from $4.6M to $55M vs. staff growth of 30.9%, from 16 to 105 employees.** * **In support of Revenue Growth, successfully designed, developed, and deployed a business transforming Sales CRM; realizing revenue growth from $42.9M in 2012 to projected $60M in 2018.** * **Focused on Increased Gross Margin through improved product management, deal presentment, negotiation, and reporting; contributing to a 4.5% increase in Gross Margin.** |

**Vice President OF Information Systems,** April 2010 -April 2019

Drove business automation/transformation, systems scalability, robust system improvements to address industry complexities, as well as defined company’s IT roadmap (strategic growth map), policies, procedures, forecast, and security measures. Established and led director roundtable to strategize on key growth matters. Managed external vendor and IT/IS partners. Assumed leadership of all facilities/fleet management. Reported directly to CEO.

***Major Successes:***

* **Personally conceived, drove design, and oversaw development/testing/training of numerous applications** to support explosive revenue growth, helped manage increased organizational demands, and maximize system performance/scalability, boosting accuracy, efficiency, customer satisfaction, profits/margins, and quality while tailoring apps to industry needs.
* **Sales CRM Web Application Development:** Solved complex business issues to better compete/win large multi-location companies; managing the footprints and pricing of 60 nationwide telecom providers in order to produce on-demand timely proposals. Cut proposal-request time from weeks/days to minutes and increased accuracy by revolutionizing quote-to-close process by automating time-consuming and redundant manual process. Transformed industry’s view of companies quote-to-close process. While also producing the companies first robust quote database providing real-time margin and reporting capabilities on each deal and element of the deal.
* **Implemented apiS for improved pricing performance:** Integrated many vendor APIs into Sales CRM application to improve accuracy and speed competitive quotes to the market in order to increase win percentages. This included real-time head-to-head comparison of major suppliers in order to select least cost option.
* **Rate Administration Application:** Enabled automatic population during order entry of pricing and terms, necessitating input of each product item only one time vs. many thousand times across individual customer locations. This greatly improved efficiency, accuracy, and reduced billing issues and therefore calls to customer service.
* **Email Notification application:** Automated updating of customers and related sales reps through emails tailored to each milestone during order process by system intelligently reacting to data change triggers. 40,000 emails sent annually; replacing sporadic manual communication or no communication at all.
* **transformed sales proposal and close process:** Converted sales proposals from manually built Excel spreadsheets to automatically generated custom proposals rich with specific marketing collateral. Introduced electronic signatures to sales-close process through integration of eSign into CRM system, including eliminating 70 sales-close forms and building intelligent contract builder.
* **inplemented enterprise service bus (ESB):** To further automate processes and integrate systems, IS Team evaluated solutions and then engineered a transaction broker to bridge data and processes between multiple applications; delivering improved performance and efficiency.
* **Directed all IT functional and growth areas** including 2 data centers consisting of 40 Virtual Machines (VMs), host servers, SAN and NAS components. Responsible for all vendor relationships, facilities, security, servers, hardware, desktops, helpdesk, connectivity, backups, email, phones, and data transfers. Successfully converted both data centers from physical to virtual server environments with no business interruptions.
* **Developed multiple data cubes and real-time business intelligence dashboards** to provide management, including C level, up-to-the-minute metrics for both Sales and Service Delivery processes; greatly enhancing the view of the business and allowing management to monitor 100K+ of monthly service delivery.
* **Empowered sales partners with near real time data** by developing and managing a Partner Data Exchange service; automatically delivering critical customer and order details in a format that could be easily paired with their systems, thereby enhancing the sales relationship.
* **Drafted company's Information Security Policy,** ranging from security-review processes to change/incident management, business continuity/recovery, physical/data security, data backup, mobile device, acceptable use, and vendor management.
* **Differentiated company capabilities from competitors** by delivering consistency in proposals and monthly billing, masking the complexity brought on by 60 underlying telecom vendors across the U.S., simplifying products and supporting a unified offering in the market.
* **Spent final 6 months converting systems to GTT after Access Point acquired**, including duplicating key aspects of Sales CRM system. Successfully converted or retired 20+ systems/database, including 25k customer accounts ($60M in revenue), corporate email, spam, anti-virus, knowledge base, file shares, hosting services, monitoring, and more. In prior acquisition experience, led complete billing system conversion of acquired company The Efficy Group *into* Access Point systems.
* **Planned/led full-scale in-place refit of 20k square foot corporate office**, overseeing construction phase management, fixture refit, vendor selection of workstations, furniture, equipment, technologies, and phone systems. This included architectural consultation, design elements, relocating the NOC to be a center piece, employee relocation, conference room technology selection, and more.
* **Received high-praise from GTT Communications executives:** “*You {Greg} should be proud of what you built, as many of the prior companies we acquired, that were 3 to 4 times larger, didn’t have the robustness or number of systems you do.”*
* **Maintained high retention of management team**, averaging 14.5 years.

**Director, billing support systems (BSS) & operating support systems (OSS),** Nov 2002 – April 2010

Recruited back to company to support renewed growth after difficult times, leveraging expertise to improve systems platform. Led order fulfillment and billing departments with team of ~15 (analysts, order processors, and service delivery specialists) for timely, accurate customer activation. Controlled budget of $1M.

***Major Successes:***

* **Next-Generation OSS & BSS Development Project (to SaaS model):** Halted stagnant, over-budget project led by outside consultant/developers. Crafted plan that was vision-aligned with company’s business strategy, tailored to industry’s challenges, and equipped to rapidly address business growth.
* Saved $360K annually by selecting new vendor/cutting-edge platform(CostGuard), leading negotiations, and conducting full billing system conversion with new functionality
* Introduced work flow automation, eliminating time-consuming manual efforts, improving both delivery and trackability of service orders
* Delivered project disruption-free to customers and organization; on time billing without impacting AR
* **Participated and quoted in Microsoft case study** as the first company to implement the .NET Framework based CostGuard application, highlighting major advancements and 6-figure savings; bringing a large technology step to both companies.
* **Web Application Development:** Lead Java engineering team in building self-service customer-facing and sales-channel partner portals, giving real-time access to data/tools, such as orders, invoices, account management, quoting, reporting and more.
* **Established eBonding to RBOCs/ILECs for service ordering:** Early adopters of this method of streamlining the local phone service ordering process to improve speed and accuracy; supported the expansion of the local service product from 9 state region to all 48 states.

**Convergys Corporation (Information Management Group sold to NEC in 2012), Lake Mary, FL,** Sept. 2001 – Nov. 2002

*Technology company providing convergent billing and business support system (BSS) products and services including revenue management, product and order management, and customer care management to telecom, utilities, and broadband service providers.*

**Implementation Consultant-Information Management Group**

* **Gained deep experience and vision with large operational support systems** by advising and training large-scale multiple-system operators (MSO) organizations through implementation and/or upgrade of billing and CRM software platforms.
* **Involved in all projects as sole financial systems SME** on implementation team of 70+ analysts/consultants; included 11 customer-system implementations/conversions (millions of subscribers). Conducted up to 6 months of analysis/ support.
* **Served as lead consultant in financial, subscriber, and management reporting**, guiding setup/use of GL coding, AR, billing, Month End, subscriber metrics and deposits.

***Prior staff/leadership experience across multiple positions, primarily in finance, centered on billing operations, cost accounting, and financial systems.***

**Education**

Bachelor of Science (B.S.) in Accounting, East Carolina University, Greenville, North Carolina

Extensive Management Information Systems (MIS) coursework completed

*Volunteerism:* Sound Engineer at Grace Raleigh Church, youth group missions volunteer, led various construction projects such as stage and sound booth, participate in local elementary school support projects