

William Orr

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Director of IT | IT Manager | IT Field Ops Manager

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SUMMARY

- Skilled IT leader with over **12 years of experience** driving business transformation, infrastructure standardization, and technology delivery at scale.
- Proven expertise in **large-scale acquisitions, capital construction, and enterprise IT field operations**, achieving cost reductions, minimized downtime, and efficiency improvements across thousands of locations.
- Led **network and VoIP standardization efforts** across the U.S., Canada, and Puerto Rico, including conversion of legacy systems into secure **Cisco-based infrastructures** and deployment of **SIP VoIP solutions**.
- Strong background in **budget oversight, vendor negotiations, and ISP provisioning**, successfully managing multimillion-dollar budgets and ensuring scalable, long-term infrastructure.
- Experienced in directing **cross-functional and 3rd-party teams** to deliver projects on time and within budget.
- Recognized for guiding organizations through **complex IT transitions**, balancing agility with security while producing documentation, cost analyses, and process improvements.
- Committed to aligning IT strategy with sustainable business growth while enhancing resilience and operational efficiency.

WORK EXPERIENCE

SCI – Service Corporation International

Senior IT Manager - Interim Director

Houston, TX

Apr. 2025 – Sept. 2025

- Built and managed strategic supplier relationships to reduce costs and ensure delivery of secure, reliable outsourced services, generating measurable savings.
- Partnered with executive leadership to align infrastructure strategies with business growth for scalable, long-term reliability of network and communication systems.
- Formed and led a **Network Security Standards Working Group** to improve security standards, processes, and procedures for field operations.

IT Manager

Jan. 2023 – Apr. 2025

- Supervised and mentored a team of **5 Project Coordinators** and **15 Field Engineers**; enforced standardized procedures and drove process improvements to ensure high-quality delivery.
- Implemented initiatives to standardize documentation, reporting, and **post-project support**, increasing efficiency and reducing repeat troubleshooting.
- Co-developed **Ways of Working** and **Cisco configuration playbooks** with CUCM engineering that streamlined delivery and support of Cisco phones in CUCM.

Field Ops Manager (PM Focused)

Jun. 2021 – Jan. 2023

- Directed and managed **multimillion-dollar budgets**, supplier negotiations, and cross-functional teams for **2,500+** network and phone standardization projects across the U.S., Canada, and Puerto Rico; drove process improvements, enforced standardized controls, and ensured timely and quality delivery.
- Directly managed Project Coordinators, Field Operations Engineers, and **third-party vendors** for the integration of **103 acquisitions** including site surveys, cabling, phone deployments, and legacy system migrations into secure standardized databases and software.
- Converted legacy platforms to standardized **Cisco** networks and migrated **POTS to SIP** on the VoIP platform, improving scalability and reducing costs with **\$10M** in telecom savings in four years.
- Primary project owner for company-wide IT **capital construction** projects including blueprint reviews, cost analysis, connectivity architecture, project plans, and supplier management, procurement, and onboarding.
- Negotiated ISP contracts and led end-to-end **circuit provisioning** to align infrastructure capacity with evolving business demands.

- Directed cross-functional teams to deliver on-time installations that reduced telecom spend, minimized downtime, and ensured standardized support across locations.

Meriplex Communications

Houston, TX

Field Services Manager

Sept. 2019 – Jun. 2021

- Managed infrastructure projects from small to large scale for clients including **Service Corporation International**, **Concho Oil & Gas**, **Kingspan Group**, **Houston Food Bank**, **SABIC Americas**, and **Eyecare Associates**; delivered multi-site network upgrades, VoIP deployments, and structured cabling across the U.S. and Canada.
- Assembled and supervised teams to execute on-time installations, overseeing cabling, network cutovers, and system migrations while meeting milestones and ensuring customer satisfaction.
- Directed financial operations including invoice approval for cabling teams, travel logistics, and coordination with third-party contractors for payroll.

Field Services Foreman

Sept. 2018 – Sept. 2019

- Provided training and mentorship to onsite field teams, ensuring consistent quality standards and effective knowledge transfer.
- Led implementation of structured cabling, **LAN/WAN upgrades**, and **VoIP** installations across multiple sites; coordinated with engineers and contractors to meet timelines.
- Oversaw day-to-day field operations including **site surveys**, equipment installation, and **post-cutover support** to ensure seamless transitions and minimal downtime.

Project Manager

Jul. 2017 – Sept. 2018

- Organized and managed resources for **LAN networks**, **VoIP** installations, and **data center migrations**, ensuring seamless transitions with minimal downtime.
- Coordinated cross-functional teams and third-party vendors to deliver structured cabling, hardware deployments, and integrations on schedule and within budget.
- Developed project plans, implementation schedules, and post-migration support processes to improve satisfaction and minimize operational disruption.

Infrastructure Technician

Sept. 2013 – Jul. 2017

- Led structured cabling installations and onsite **LAN/IPT cutovers** to ensure seamless transitions.
- Provided **post-cutover support** and **end-user phone training** to drive smooth adoption and minimize disruption.
- Conducted site surveys, equipment installation, and troubleshooting of network and VoIP systems to maintain uptime and customer satisfaction.

SELF IMPROVEMENT

Education:

Hillsborough CC ('21)

• Associate of Science

Govt. ID/Clearances:

TWIC (Acquired Dec. '23)

Skills

- Capital construction assessments, planning, and IT infrastructure delivery.
- Network and VoIP standardization including structured cabling and SIP deployments.
- Cisco Meraki routing and switching configuration and **CUCM** voice systems.
- Circuit provisioning, ISP contract negotiation, and implementation oversight.
- Development of project documentation, cost analyses, and post-project support processes.
- Financial oversight including invoicing, vendor management, and budget control.
- Strategic vision** — developed and led complex connectivity integration projects in dynamic small, medium, and large enterprise environments that deliver secure innovation and align with business planning and spend objectives.
- Team leadership** — led and developed high-performing technical teams delivering value-driven solutions across the enterprise.

Management:

I possess demonstrated proficiency in effective management across various domains, including team leadership, time optimization, and project execution. My innate sense of urgency drives me to expedite tasks promptly while maintaining an unwavering commitment to precision and meticulous organization. These competencies are not just a part of my professional skill set; they are a testament to my dedication to ensuring efficient and successful outcomes in every endeavor.

References:

References and Letters of recommendation can be found on my website under "References".

Scheduling Calls:

Please ensure that all interview scheduling is exclusively coordinated through my company's calendar schedules. Access to the calendar can be requested by emailing or calling me after reviewing my Website/Resume. This ensures access to the most up-to-date and accurate representation of my availability.