# Ronald (Todd) Harrington

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Seasoned manager with proven experience guiding projects through all stages, including planning, design, implementation, and reporting. Meticulous attention to detail and organization. An articulate presenter with outstanding communication, client service, and relationship management skills.

**PROFESSIONAL EXPERIENCE**

**Union Power Cooperative -** Monroe, N.C. 2015 - Present

**Manager of Engineering & Operations Support**

* Plans, organizes, and manages technical and administrative resources.
* Establishes procedures, practices, and work methods to increase work unit effectiveness and efficiency.
* Reviews reports and other records prepared by personnel for clarity, accuracy, and conformance with policies.
* Manages construction and field engineering resources.
* Evaluates work of subordinates by comparing work quality and performance standards; coaches and councils employees to encourage exceptional performance and improvement in areas needed.
* Serves as central point within department/division to assist with operational process and management/administrative communication.
* Develops work unit specific databases and other record management activities; oversees quality control of database or spreadsheet information and responsible for electric system documentation.
* Manages the technical administration of our AMI system; coordinates other teams involved with the AMI system such as billing, engineering and information systems.
* Analyzes, interprets and documents operating practices; develops methods to improve workflow, simplifies reporting procedures, or implements cost reductions. Implements methods of reporting work measurements or performance standards.
* Drafts written procedures and flow charts to implement adopted policies or to clarify and describe standard practices throughout the division.
* Responsible for facilities management of headquarters and district office facilities and general plant.
* Interviews job applicants, conducts orientation of new employees, plans training programs, approves leave requests, evaluates personnel performance, and initiates disciplinary actions.
* Attends meetings as requested on behalf of higher level technical, professional or management staff, serving as coordinator for department projects and programs.

**GIS Administrator** 2007-2015

* Fully administer GIS and directly related systems through the maintaining of standards, policies, methods for the implementation, maintenance, and use of GIS.
* Produce training, guidelines, and support GIS users.
* Provide project management for current and future GIS applications, various GIS projects, and directly related systems.
* Manage GIS vendor relationships and GIS software licensing.
* Coordinate the maintenance, support, patching, modification, and upgrades of E&O Division systems and applications.
* Coordinate UPC personnel (users, managers, and Information Services) and vendors to ensure minimal disruption to business operations during software changes, updates, patches, or modifications; ensure systems are used as desired and ensure systems are used in a safe/secure manner with assistance from Information Services.
* Act as E&O Division liaison to Information Services group and to other groups that operate systems that interface with, interact with, or support E&O Division software applications.
* Establish QA/QC procedures to ensure systems are performing as expected; perform QA/QC testing when software changes, updates, patches, or modifications may have ramifications to operations.
* Provide and coordinate first level user support to determine if system operational issues are user caused, errant data, systemic flaws or failures, or software flaws or failures.
* Work with E&O leadership to ensure systems are updated, functional, and available; advise division leadership as to improvements, training, additions, or enhancements that might benefit operations.
* Provides system performance and system security documentation as required.
* Attends meetings as requested on behalf of higher level technical, professional or management staff, serving as coordinator for department technology projects and programs.

**First Colony Corporation** – Charlotte, N.C. 2003 – 2007

**GIS Real Estate Specialist**

Perform strategic analysis of population demographics and transportation logistics throughout the Southeastern United States to evaluate potential locations and consumer demand for retail establishments, medical and business offices, and hospitals. Evaluate and model developmental data to predict and identify market trends. Monitor all phases of development process, compile detailed progress reports, and communicate recommendations to clients. Research property records to assess monetary values. Verify accuracy of results through on-site inspections.

#### EDUCATION

University of Wisconsin-Madison-M.S. GIS and Web Map Programming (Current)

University of North Carolina at Charlotte - B.S. Geography (2003)

**RELEVANT SYSTEMS AND SOFTWARE PROFICIENCY**

ESRI ArcGIS Server 10.x, SQL Server 2008 & 2012, Outage Management Systems, ArcGIS Business Analyst Extension, Trimble GPS software, Microsoft Office, Crystal Reports, SCADA, Tableau, GDAL/ORG, Python

**CONTINUING EDUCATION**

Mastering Strategy Execution by Palladium Group

Problem Identification and Decision Making

Proactive Performance Coaching

Creating a Motivational Environment

Dealing with Difficult People and Conflict Resolution

Communication Skills

**Honors and Awards**

2012 Special Achievement in GIS (SAG) Award Winner by ESRI.  
2012 Award of Excellence for Best Application of Electronic Communication by NRECA.

**Certifications**

#### [GIS Professional (GISP)](http://www.linkedin.com/search?search=&keywords=GIS+Professional+%28GISP%29&sortCriteria=R&keepFacets=true)-*GIS Certification Institute (GISCI), License 45040*

#### NRECA Robert I. Kabat Management Internship Program (MIP) Certification- The University of

#### Wisconsin-School of Business and NRECA