

Greg M. Smith

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Summary

Information technology executive with entrepreneurial and corporate experience. Extensive expertise in strategic planning, bridging business with technology, infrastructure management, and business process optimization, including management of multi-million dollar budgets and full project lifecycle.

Professional Experience

University of Maryland University College | July 1, 2013–present

Associate Vice President, Enterprise Operations Lead global IT group providing support for infrastructure and business process optimization.

Hobsons | January 2010–July 2013

Senior Director, IT Services Lead global IT group providing support for infrastructure and business process optimization.

- Lead team of 20 professionals in delivering solid technology infrastructure and services for a fast-growing business.
- Drove transition from on-premises to cloud-based infrastructure for key business systems (including messaging, CRM, help desk) leading to improved reliability, increased scalability, and reduced costs.
- Managed design of global VoIP infrastructure supporting telework, enabling transparent "follow the-sun" support for a global customer base, and eliminating office-to-office telecommunication charges.
- Designed global video conferencing solution using Cisco TelePresence technology to reduce travel expenditures and foster collaboration among geographically dispersed workforce Consolidated global infrastructure enabling seamless access to corporate technology resources allowing employees to work effectively from any Hobsons office.
- Implemented BYOD program, substantially reducing costs for corporate wireless communications.
- Instituted formal backup and device management practices to secure corporate data and improve staff productivity.
- Successfully maintained security of corporate network and infrastructure with zero security incidents throughout tenure.
- Ensured on-time and on-budget delivery of the company's largest facility, serving 250 professionals.
- Standardized key operating procedures including needs analysis; procurement; hardware deployment; asset tracking; software selection, licensing, deployment and upgrades; and change management.
- Supported integration between business systems and key Hobsons product platforms to improve service delivery for customers.
- Centralized global help desk serving more than 700 employees in five major offices in Europe and North America.
- Instituted KPI-driven approach to service delivery — providing transparency and improving service levels.

Naviance | October 2005–January 2010

Director, Technical Operations Provided strategy for internal technology operations and led customer facing product delivery for large scale web applications.

- Responsible for strategy and management of product infrastructures with an uptime average above 99.9% over 3 years.
- Led the first true cross-Hobsons IT effort that introduced a 31% annual savings for a unified web conferencing platform.
- Designed and implemented highly automated processes for provisioning new hardware and user accounts for employees with support for remote client management and centralized backup of company data.
- Defined scope, evaluated products, and implemented new internal support systems such as the corporate Intranet and instant messaging to support cross organization communication.
- Led the Salesforce deployment and integration with existing account provisioning system.
- Developed several integrations for Salesforce to support business processes and reporting needs including: click to dial, sales/member services information boards and area code based call routing for member services.
- Led the transition to a SaaS e-mail solution, providing far greater scalability, redundancy, better mobile device support and increased organizational efficiency.
- Created change management/control procedures for all technology changes within the organization.
- Developed a business continuity and disaster recovery plan.
- Implemented virtualization to reduce overall costs related to our growing development efforts and streamlining daily operational duties.
- Led project to implement leading edge VoIP telephone system that allowed for geographically diverse growth and flexibility to provide additional service levels to clients.
- Manage all IT vendor relations to ensure business needs are met within budget and required timelines.

DC Water and Sewer Authority | October 2000–October 2005

Manager, E-Business Led organizations e-business initiatives. Responsible team of developers and ERP implementation and management.

- Managed daily operations for a corporate-wide development team.
 - Led requirements definition and testing of the Authority's new Lead Management System, including customer portal for personalized information.
 - Led back-end operations for implementation of a corporate-wide customer information system.
 - Managed IT involvement in the MRO/Maximo Asset Management implementation, including budget management, hardware and software requirements, and existing system integration.
 - Initiated, developed and deployed corporate-wide intranet solution. • Led negotiations for \$500,000 contract for corporate web service development (online bill payment) that has collected over \$4.2 million dollars in revenue in the first two years.
 - Led design and implementation of the new DCWASA.COM; increased traffic 125% in the first year.
 - Managed development for daily water consumption graphs and history available via the customer portal.
 - Led technical requirements definition and acceptance testing for online customer account access.
 - Manage daily operations for the Lawson Financials implementation, including Oracle database development and administration and Unix system administrator.
 - Led tier 3 support personnel for mission critical applications, including HR/Payroll, Financials, Automated Metering, Customer Information System, and Asset Management.
 - Managed the development of Business Continuity/Disaster Recovery plans.
 - Co-authored the Authority's Strategic Technology plan for 2003 and IT security policies.
 - Authored training and development plan for all Information Technology staff.
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University of Indianapolis | October 1996–September 2000

The University of Indianapolis is a small private college on the south side of Indianapolis. There are approximately 5000 students, faculty and staff who are part of the university.

Client Support Manager, June 1999-September 2000 Managed daily operations for university-wide help desk and support services. Reduced help desk operating costs by 30% while decreasing average response time by 20%. Designed and developed database-driven web systems for time cards, technology exchanges, scheduling systems, and substitution requests. Managed budget for help desk and technical staffing as well as campus-wide hardware and software needs. Co-authored three-year technology plan for campus.

Lab Manager, June 1998-June 1999 Managed student staff in the campus Public Computing Centers. Responsible for 250 machines in a diverse platform lab environment. Served as a member of a team responsible for developing the Code of Ethics and Conduct for Computer Users. Managed staff and equipment budget for the public computing centers. Served as lead System Administrator for the university's distance education program. Selected, installed, and configured streaming media server to support campus projects including marketing and distance education.

Webmaster/Software Development Specialist, October 1996-June 1998 Worked with the academic computing team to develop campus-wide software standards. Led support and operations for campus network of 700+ systems. Served as Computing Service's liaison to faculty for instructional needs. Developed, taught, and evaluated training courses and programs for faculty and staff. Evaluated various software and hardware products for campus-wide use. Defined requirements developed and implemented web-based budget requisitions for computing services. Served as lead Solaris System Administrator of the university's distance learning system. Implemented web-based email solution for 5,000 users. Developed the University's first web site and web publishing guidelines. Developed system to accept online admissions applications. Developed various web applications to assist departments in using the web as a teaching tool.

Education

The College of William and Mary, Williamsburg, Virginia
Master of Business Administration, 2010

Indiana University, Bloomington, Indiana
Bachelor of Social Work, 1997

Additional experience

Greg M. Smith Enterprises | May 2002–June 2006

Consultant

- 3gVisionCorrection.com - Developed a web-based property to deliver multimedia content to next generation cell phones devices. Drove the company to profitability in each year. Developed an online community with over 100,000 paying customers in one year.
 - Naviance (2002 - 2005) - Served as the primary technical/infrastructure consultant. Designed and implemented the product delivery platform. Responsible for developing and implementing all internal technical operations including the internal office networks, telephone system, and desktop support. Led the effort to migrate to a professional-grade data center to ensure the uptime and security required to meet our business objectives and mission.
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