# CRAIG HILLYARD

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## PROFESSIONAL PROFILE

Information Services & Technology Executive with 21 years of proficient international experience in Project Management, Quality Assurance, Process Improvement, Network Engineering, Security & Integration Management. Passionate about challenging classical business models and ways of work using knowledge transfer techniques, leadership engagement, creative thinking and keeping abreast with new and changing business trends. Highly enthusiastic professional with a high achievement drive; ability to provide the leadership to productive teams while exhibiting a "roll up the sleeves" attitude and willingness to take action as necessary.

High-energy Information Technology Leader with forward-thinking mindset while working with a broad range of executives, non-executive groups, product vendors, customers providing timely communication to stakeholders along with minimizing risks, implementing compliance strategies and maintaining positive relationships with diverse clients. In-depth knowledge of information management, technology principles, legal regulations, cybersecurity disciplines and capable to lead diverse groups, balancing strategic vision, operational requirements and technology into an overall implementation plan.

## OBJECTIVE

To synergize my strengths with your organization's vision by being positioned in the exciting and challenging role of your company's CIO/IT Director.

## KEY TECHNICAL SKILLS

- Information Technology
- Business Development & Project Management
- Network Engineering & Infrastructure
- Risk Assessments & Software Development
- Integration Development & Management

- Architecture & Strategy
- Virtualization & Cloud Computing
- Disaster Recovery & Business Continuity
- Business Ethics & Internal Controls
- Leadership, Teamwork & Relationship Building

## PROFESSIONAL EXPERIENCE

**IT Director / Integration Analyst**……………………………………………………………………………… **May 2016 - Present**
**Rich Logistics, Subsidiary of Roadrunner Transportation Systems - Arkansas**

- Successfully implemented key initiatives through enhancements to Imaging and Billing systems, indexing 10,000 documents per week which resulted in over $800,000 billing per day, seeing savings coming from reduced backlog from 3 weeks to under 48 hours along with significant headcount reduction.
- Contributing to Business Application support in area's of billing and imaging, application rollout for fleet management software for tracking over 4000 assets (trucks and trailers), along with numerous software integrations via API's and EDI
- Providing infrastructure support through stabilization of environment, conducted Lift and Shift migration strategies, cybersecurity operations, system audits, vendor management, budget management, monitoring with proactive support, circuits and connectivity with a mix of MPLS and SD-Wan technologies, cabling, and deploying the appropriate toolsets to manage and maintain the environment
- Managing New Security Infrastructure;  multiple site access control systems, multiple sites video surveillance
- Ensured business continuity by resolving deficiencies in electrical, gas plumbing for backup generators, implanting virtualization and offsite recovery
- Enhancing the effectiveness of enterprise integration by incorporating stand-alone systems into enterprise systems along with directing several projects simultaneously to establish the core infrastructure. Lead multiple teams, team leaders, vendor partners along with liaising with contractors negotiating contracts.

**Senior IT Consultant/Problem Solver**…………………………………………………………………………………**2012 - 2016**

**Blaze Management, LLC - Arkansas**

- Consulted as strategic advisor independent contractor providing Technical Support along with enhancing the operational effectiveness by process implementation. Established training needs, created process documentation and trained engineers/technicians on "the company way" by use of playbooks and manuals.
- Implemented 3CX VOIP phone system with a SIP Dial tone in a virtual environment, on-premise Sharepoint Migration to Office 365 Environment and configured Cloud virtual Servers on Azure & AWS, with a site to site VPN's creating hybrid cloud environments. Administered Performance System, Software Implementation, Project Collections Track, Web applications, DNS configurations, Project Quoting & Order Process.
- Designed, Implemented MSP Consulting IT Services along with training internal business procedures primarily focusing on service delivery, sales management, quality improvement and order processing.
- Mentored different technicians on support mechanisms, provided end-user application support to office 365 users averaging 14 calls per day per tech with end-users from USA, Canada, and Australia.

**COO -> CEO**…………………………………………………………………………………………….………**2006 - 2012**

**Network Data Services, Inc. -  North Little Rock, AR, USA**

- Directed IT Infrastructure & Telephony services to the SME market.  Successfully increased business revenues from $250,000 to over $1,500,000 per annum of which over 50% came from Monthly Support Contracts.
- Accomplished technical projects like Campus LAN Overhaul, Network Design of 22 multi-store franchise across Arkansas, WAN UPGRADE, Software Development Camera Project, Virtualization Project, Primary Solution Architect for Datacenter buildout in Colocation facility, Development of NOC and monitoring solution.
- Counseled the senior management team, developed short/long term technology strategic plans, developed a client-centric technology environment aligned to the organization's future vision. Lead cross-functional team projects for business development and provided Tier III Technical Support.
- Developed and executed succession planning and exit strategies for shareholders.

**PREVIOUS JOB EXPERIENCE**

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| Senior Network Engineer - Edafio Technologies - Little Rock, AR, USA | 2005 - 2006 |
| Network Engineer - Clearpointe - Little Rock, AR, USA | 2004 - 2005 |
| Director - Offshore Typing Services Limited, Leeds, United Kingdom | 2002 - 2004 |
| IT Manager - Simpson Millar Solicitors Leeds, United Kingdom | 2000 - 2004 |
| Network Administrator - ARCO Limited Hull, United Kingdom | 1998 -2000 |

**TRAINING & CERTIFICATIONS**

- **Certifications** - MCSE, MCDBA, MCITP, CCNA, SonicWALL CSSA, ITIL Foundation. GSCE, A-Level**.**
- **Short Courses** - Supervisory Management, Bookkeeping, Accounting 101, First Aid, Fire Safety, PADI Advanced Open Water Level II Scuba Diver, REME Class II Vehicle Electronics, Technician class amateur radio
- **Industry Conferences** keeping abreast of industry developments IT Nation, LabTech, Quarterly HTG Peer Group Meetings.

**PROFESSIONAL ORGANIZATIONS**

- Active in local Networking Organizations like Little Rock Executive Association, BNI & Chamber of Commerce.
- Awarded HTG Peer Group (National Networking Groups) of the year for contributions to the MSP industry.
- HTG "Hands that Give Program" first responder providing onsite IT support in aftermath of the Joplin tornado.

**CORE COMPETENCIES**

- Ability to lead groups, build effective teams and competent to manage multiple projects effectively.
- In-depth knowledge of TCP/IP Networking, Microsoft Windows Server Administration, Enterprise Resource Planning management, SQL Server, HP Storage Area Networking, CISCO Routers, Microsoft.Net Development.
- Exceptional communication, technical, social, decision making and analytical skills. Proficient in English.

**References**: Will be provided upon request.