

Frank Owen

Experienced Technology Leader

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Summary

Results-driven IT professional with success directing a broad range of corporate IT initiatives while participating in planning, analysis, and implementation of solutions in support of business objectives. Always looking for cost saving measures while improving the end users experience. Proficient in leading all stages of system development efforts, including requirements definition, design, architecture, testing, and support.

Work Experience

IT Manager

October 2015 to Present

Climatec – Phoenix, AZ

Strategically plan and direct all technology initiatives across 10 locations and 800 employees. Redesigned IT Infrastructure to ensure availability and support plans for growth. Worked with business leaders to improve remote IT services and rebuild the image of the IT department.

- Renegotiated telecom contracts saving \$115k annually and gaining a \$62k credit
- Standardize onboard/offboard procedure saving thousands of labor hours annually
- Implemented new processes and requirements to keep company data and systems secure
- Setup standard laptop/desktop configuration, negotiating an estimated \$150k savings annually.
- Worked with our parent company (Bosch) to ensure processes and procedures met company standards.

Technology Expansion: Designed, implemented and tested a tiered offsite backup/DR strategy. Allowing critical systems to have minimum downtime, keeping the business running in case of a disaster.

Director of IT

April 2014 to August 2015

ClearCall Solutions – Chandler, AZ

Built an enterprise class IT department to support massive growth and take the companies technology to the next level. Responsible for the development and leadership of the Support and Infrastructure teams providing excellent customer support. Assisted with the guidance of the development team pushing projects forward that drive the business and improve the customers (internal and external) experience.

- Designed and audited policies and procedures to ensure PCI Compliance
- Led requirements gathering, selection and implementation of the Oracle Fusion HCM System
- Supported current CRM/ERP and assisted with building requirements for new platform to ensure companies success during growth.
- Designed SLA's and KPI's to measure the effectiveness of the Infrastructure and Support department
- Redesigned our network and telecom systems to ensure we met our goal of 100% uptime with a 15 minute RTO

Business Expansion: Working in conjunction with the Director of Sales designed technical systems, processes and reporting needs for a new line of business that grew to the number two insurance sales organization in the Southwest for our client in less than 6 months.

Senior IT Manager

March 2011 to April 2014

Xerox – Colorado Springs, CO

Other Positions Held: IT Manager

Hands on senior technologies management supporting three 24/7 call centers with 2000+ employees. Autonomous control including project planning, securities, implementation, disaster recovery and standardization of processes and procedures. Responsible for installing and maintaining, all internal server systems (ISA/Forefront, DNS, DHCP, etc).

- Introduced virtualization to remove legacy hardware while accelerating new server rollouts
- Improved the customer audit score from one of the worst to the best in the network
- Transitioned from a Windows XP/Server 2003 environment to a Windows 7/Server 2008 R2 environment
- Provided IT and facility planning/support for a new client build out of 400 seats

Work Experience Cont.

Assistant Vice President, IT RMS, an iQor company – Pueblo, CO

August 2007 to March 2011

Other Positions Held: Supervisor, Technical Support and Development & Technical Support Specialist

Guided strategic planning for 15 domestic locations and 5 international locations totaling more than 3,000 employees. Managed local and offshore PC support technicians providing coaching and development. Responsible for enforcing company security policies, as well as ensuring adherence to PCI standards. Additionally responsible for budgeting and research/development for technologies that will lead to increased productivity and cost savings.

Key Performance Improvement: Transitioned the support infrastructure from a site to site model to a global support model

- Design and implement a new work-at-home program that grew from 0 to over 80 agents in 6 months
- Executed technology upgrades to support 300% site growth in a short period of time
- Key member for the migration from a Legacy TDM Siemens PBX to an Avaya VoIP PBX for two sites
- Assisted in the Datacenter migration from one outsourced provider to another
- Organize and execute a complete network upgrade for two sites of more than 1000 nodes

System Administrator Child Support Network – Phoenix, AZ

April 2002 to January 2007

Other Positions Held: Desktop Technician

Managed all levels of Technology on a 50 node windows-based network with 6 servers. Guided Desktop Support Technician with level 1 issues. Worked with Executive Management on technology initiatives that were designed to lower operating costs while enhancing employee productivity. Basic operation of a Nortel Meridian 1 Option 11 PBX and a Smart Dial dialing system.

- Migrated from a NT4 Domain System to Active Directory lowering administration overhead
- Worked with the DBA to implement databases and scripts to automate tasks to increase functionality
- Switch communication providers to save more than 60% while adding new functionality and redundancies

Mesa Air Group Information System Specialist – Phoenix, AZ

January 2000 to November 2001

Other Positions Held: Customer Service Representative, Customer Service Supervisor & Customer Service Trainer

Provided Tier 1 and Tier 2 support to 4,000 employees across 100+ locations nationwide. Worked with System Administrators on upgrades to the server and network infrastructure. Escalated Level 3 issues to senior technicians for resolution.

- Assisted in the planning of the migration from Windows NT4 to Windows 2000 Professional
- Consolidated from multiple Norton Ghost Images to a single base image file to simplify rollouts

Professional Development

TechVirtuoso.com – Co-Founder/Blogger

August 2009 to Present

Co-founded TechVirtuoso as a technology based blog for IT professionals to write about the technology they are passionate about. Works to form partnerships with IT vendors to allow bloggers access to events like Dell OEM Day and HP Cloud Tech Day that provide our readership information that main stream media does not cover.

Neowin.net – Community Administrator

February 2005 to July 2009

Led the growth and development of one of the "Top 1000 domains on the Internet" (according to Netcraft.com) and one of the "Top 1000 blogs on the Internet" (according to Technorati). At departure, site daily unique traffic was around half a million unique visitors per month. Managed a staff of 50 community leaders and responsible for day to day operations of the site.