**Howard Reid**

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**IT OPERATIONS EXECUTIVE**

Highly collaborative and goal-focused leader recognized for designing, executing, and maintaining sophisticated technical systems. Skilled at coordinating with crucial stakeholders within and outside the organization to synchronize strategies, workflows, and assets, delivering prompt and top-tier solutions. Known for dynamic and progressive leadership, directing teams to surpass rigorous standards for excellence and regulatory adherence. Innovative problem-solver dedicated to enhancing communication, technology use, operational efficiency, and client contentment, driving sustained advancement and profitability.

**CORE COMPETENCIES**

Strategic IT Leadership & Collaboration | Project Management |Budgeting/Cost Control | Contract Negotiations | Vendor Relations | Regulatory Compliance | IT Service Management | Strategic Planning | IT Policy & Governance | Process Improvements |Roadmap Development | Mergers & Acquisitions | IT Security/Cyber | IT Infrastructure/Cloud | Client/Customer Service | Office 365 | IT Operations Management | Staff Training Development | Data Reporting/Cloud | Data Management | Disaster Recovery |

### **Professional Experience**

**Liberty Steel USA**, Peoria, IL / Dallas, TX 6/2023 – 8/2024

**Head of Infrastructure, IT Security and End User Computing**

**Oversee IT Operations’ strategic direction and operational efficiency across numerous US locations, ensuring that all activities were in harmony with the company's goals. My leadership extended to the comprehensive management and support of essential IT services, including but not limited to servers, cloud infrastructure, virtualization, storage, networking and security. Actively monitoring the IT landscape to preemptively address potential vulnerabilities and enhance cybersecurity, data integrity, and system resilience. In partnership with senior management and various stakeholders, I drove systemic improvements and technological innovations that bolstered our business processes and operational excellence.**

* Developed a detailed, three-year target model to support the long-term goals for organization design, run process optimization, and infrastructure technology modernization.
* Planned, implemented, and operate several outsourcing agreements in support of business goals while helping improve IT service delivery and driving efficiency. (Level 1 SOC, Field Support, Printers)
* Established and govern the IT team and Review Board to ensure technology solutions aligned with the organization’s target operating model and priorities.
* Championed IT infrastructure strategy and operations across US manufacturing sites, aligning technology initiatives with business goals to enhance infrastructure and service delivery, including cloud platforms and cybersecurity (NIST).
* Redefined the service desk following ITIL standards of Incident/Request/Change/Knowledge.
* Cultivated executive-level partnerships, mentoring IT team and driving enterprise-wide change, significantly impacting operational excellence and cost reduction.
* Manage and Lead organizational IT Architects, Azure Cloud, Power BI/Data/Reporting, IT Security, IT Operations, IT Infrastructure and IT Client Support. Current team of 9 direct reports.
* Developed and administer $15M+ annual IT operating budget via strategic planning and expert allocation of resources.
* Management of teams stationed across the U.S. and India ensuring effective coordination and collaboration.

**Wilks Brothers LLC,** Fort Worth, TX 5/2021- 6/2023

**Sr. Director of IT Strategy & Architecture**

**Developed and implemented strategic plans, technology roadmaps, and cost-effective solutions for world-class infrastructure and delivery. Built and led a high-performing organization, delivering comprehensive IT Managed Services encompassing Architecture and Security. Collaborated with clients across 24 businesses in 17 diverse industries within a private equity portfolio, including highly regulated environments, to provide tailored solutions and services.**

* Developed a culture of continuous improvement.
* Managed and led organizational IT Architects in areas such as Azure Cloud, Power BI/Data/Reporting, Enterprise Solutions, IT Security, Identity Access, IT Operations, IT Infrastructure, and IT Client Support.
* Oversaw a team of 9 direct reports and 14 indirect reports.
* Developed strategic IT planning, technology roadmaps, disaster recovery, technical architecture design, and policy procedures.
* Executed data center consolidation and data center migrations to the cloud.
* Built relationships with vendors, managed contract negotiations, budgeting, and established KPIs.
* Defined and provided vision, problem anticipation, and problem-solving abilities.
* Reviewed and audited architectural deliverables.
* Maintained architectural standards and principles.
* Provided architectural support to significant projects.
* Developed, reviewed, and approved installation requirements for LAN, WAN, VPN, firewalls, routers, and related network devices.
* Determined security protocols by evaluating business strategies and requirements.
* Responded to and investigated security incidents, providing thorough post-event analysis.
* Managed a budget of $12M in planned OPEX/CAPEX.

**Supported business units across various industries, including Financial, Land Development, Construction, Auction, Manufacturing, Oil & Gas, Sand Plants, Geophysical Explorations, Software Development, Transportation, RV Parks, Audio Visual, Ranch, Traders, Mining, Retail and Environmental.**

**Wilks Brothers LLC,** Fort Worth, TX 5/2014- 5/2021

**Director of IT Operations & Enterprise Solutions**

**Lead operations, support, and infrastructure teams. Develop and implement strategic plans, technology roadmaps, and cost-effective solutions for world-class infrastructure and delivery. Built high-performing organization, providing IT managed services including Architecture, Network, Server, Service Desk, Field Support, Executive Support, and Application support with annual revenue over $1.5B. Collaborated with numerous clients across varied industries and highly regulated environments, providing solutions and services.**

* Developed culture of continuous improvement, driving financial performance, employee engagement, and customer satisfaction
* Co-lead efforts to create cross-departmental architecture capabilities and roles.
* Instituted ITIL-based incident, request, and change management procedures.
* Renovated corporate data center and worked on corporate strategy including Disaster Recovery facility.
* Designed a new organizational structure of operation teams supporting 75+ locations across 24 different businesses.
* Migration from on-prem technology to cloud services. (Azure, SaaS, PaaS)
* Instituted a new branch technology model for excellent resiliency, including wireless, infrastructure, and VoIP.
* Directed the acquisition and mergers with system integrations/migrations with Companies: Best Flow, Carbo, Profrac.
* Directed divestitures with Equify Insurance, Equify Risk Services, Wilks Masonry
* Reduced over $3.5M in annual spend with changes to telecom, mobility, WAN technology, Microsoft EA, vendor contracts, and IT department restructure.
* Manage a team of 3 direct and 25 indirect reports in a fast-paced and flexible environment while being strategic and hands-on with the deployment and support technologies.
* Overhauled the preexisting Service Desk and Application Support teams to streamline processes, increase efficiency, and better position the teams for future growth.
* Created Field Support, Service Desk, Server Operations, Network Operations, and Application teams to differentiate IT responsibilities to make a support structure in line with larger IT organizations.
* Improved inherited environment prone to near-daily outages of critical systems to 99% uptime.
* Increased current software usage while decreasing duplicate systems in the enterprise, which realized reduced annual of software maintenance cost and enhanced user experience.
* Reduced year over year budget spend. Realized 21% under budget in FY2020.
* Provide leadership, handle employee relations and performance management. Write/provide quarterly reviews.
* Develop strategic IT plans, technology roadmaps, disaster recovery, technical architecture design, as well as and policy procedures.
* Established and continue to monitor/evolve multiple Service Management disciplines, including Incident, Problem, Change.
* Led IT Career Development initiative to aid in employee retention. (turnover is below 7%)

**FTS International**, Fort Worth, TX 11/2010- 5/2014

**Manager of Client Services**

**Management of Client Technology and Executive IT Support staff teams, both local and remote. Support 3 large administrative offices (Fort Worth, Cisco, and Houston) and all remote company offices, man camps, and mobile units on the drill sites.**

* Responsible for a budget of $1.6M planned OPEX/CAPEX.
* Developed and continually evolved the consumer-facing, multi-channel roadmap for Client Support
* Monitor response time for request fulfillment and incident response by Client Technology and Executive Support Teams. Implement continual process improvement to increase resolution times while maintaining superior quality in customer satisfaction.
* Mentor, coach, and promote the growth of support team members both professionally and technically.
* Introduced formal goals and objectives. Conducted performance reviews consistently.
* Provide support to project teams for delivery of project goal; participation as a team member or Management of activities to be performed by Client Technology and Executive IT support teams. Project owner for various projects including:

o Mobile Device Management from the development of RFP, Vendor Demos

o Windows 7 migration

o Business divestiture

o Business acquisition domain migration

o PC Refresh over 700 devices with only in-house staff Provide direction to the image team to create an optimal image process for efficient and quality installations of desktops and servers.

* Standardized hardware approval and adherence across company.

**Capgemini Energy & HCL America**, Dallas, TX 5/2006 – 11/2010 **Client Services Team Manager**

* Executive Support Services Clients: TXU Energy, Oncor, Luminant, and Energy Future Holdings

### **EDUCATION**

**Bachelor of Science in IT Network Administration | Western Governors University, 2014**

**CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT**

* ITIL 3.0 Certified
* CompTia Project +
* CompTia Security+

**Previous Technical Certifications**

* Microsoft MCP – NT 4.0, Server 2003, 2010, 2013
* Microsoft MCSA – 2014
* CompTia Network+

### **Professional Affiliations**

* Solar Soccer Club: Goalkeeper Coach for ECNL RL NTX U17b & U19b
* Hurst FC: Assistant Coach and Goalkeeper Coach
* Allegiance FC: Goalkeeper Coach