

MICHAEL S. SMITH

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DIRECTOR / SENIOR MANAGER

Infrastructure - Global IT Operations - Network Engineering

Strategic thinker and IT leader, driven to excel through rapid consumption of new technology capabilities, consistent team motivation, and collaborative work with business stakeholders worldwide. **Strong advocate for continual technology and business transformation**—passionate in driving innovation, building viable business case, and fostering consensus for sweeping, global changes in IT infrastructures and practices.

“Michael continually takes on new challenges and opportunities and successfully delivers... he is a positive influence whose technical fortitude is evident in supporting CTO programs.”

— DIRECTOR, CTO PROGRAMS: ACME TECHNOLOGY CORPORATION

Technology-Business Leadership ■ Support for Rapid Growth ■ Cutting-Edge Capabilities

TECHNOLOGY CAREER MILESTONES & EXPERTISE

■ **Global IT Infrastructure Council:** Formed and led strategic group in tandem with CTO—eliciting valuable business leader input, increasing agility, and yielding 5-year datacenter, unified communications, and global data access plan aligned with business goals.

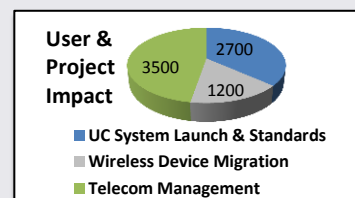
■ **ACME’s First Unified Communications System:** Drove significant gains in user productivity and communications cost savings with new system and standard affecting Americas, EMEA, APAC, and AU / NZ regions.

■ **Data Center Expansion:** Grew capabilities to support enterprise applications in 250 U.S. and U.K. offices (at peak) with new data center, plus key role in site selection as IT committee member.

■ **First U.S. Co-Location Project:** Spearheaded seamless migration of 3 operating groups—with corresponding drop in IT operating costs.

■ **Global IT Footprint Consolidation:** Delivered massive office IT consolidation projects fulfilling global mandates; centralized IT infrastructure and communications for significant cost savings.

- ☑ Team Direction & Development
- ☑ Cloud Solutions
- ☑ Strategic Planning & Execution
- ☑ Stakeholder Relations
- ☑ Consensus-Building
- ☑ Global, Multi-Region Support
- ☑ Cost Reductions
- ☑ Enterprise-Scale Deployment
- ☑ Infrastructure Strategy



PROFESSIONAL HISTORY

ACME Technology Corporation

Watertown, MA | 2004–Present

Earned progressive promotions to technical and strategic leadership roles at global leader in construction, environmental, government services, and engineering support services (ranked #1 among Top 500 Design companies).

SENIOR MANAGER, IT (2009–Present)

Global Infrastructure Council Leadership ■ Key Role in Worldwide Collaboration Environments

Handpicked for leadership role by CTO, with charter to drive technology standards and planning in concert with Directors across newly restructured global regions. Direct teams sited worldwide in infrastructure design, build, and support for multiple concurrent projects within Collaboration (support, deployment, and expansion of internal and external collaboration environments); Sales & Marketing; Technical Information Systems; and SMART (Self-Monitoring Assets in Real-Time Technology) programs. Manage RackSpace environment, user-stakeholder communications, vendor relations, ticket resolution, and environment monitoring.

Strategic Roadmaps - Unified Communications Strategy, Design, & Deployment - Enterprise Standards - Cost Savings Vendor Management & Standardization - IT Standards - Technology Monetization Strategies

ACME Technology Corporation: SENIOR MANAGER, IT (Continued...)

Strategic Leadership

- **Global IT Infrastructure Council:** Transformed strategic planning process with regional Director input (*a company first*) among formerly siloed geographic regions and HQ; led creation of global infrastructure plan including 5-year roadmaps, IT Infrastructure framework, and other milestones.
 - Ensured infrastructure framework alignment tied to new regional business model (single-enterprise mindset for better accountability and control).
- **Video Enablement Roadmap:** Boosted staff use of video capabilities and created plan for leveraging existing assets (curbing travel needs).
- **Accelerated Performance:** Facilitated expedited resource connectivity worldwide with changes to IT infrastructure for collaboration environment.
 - Led requirements, design, implementation, and hosting vendor selection.

New Technology Solutions & Key Benefits to the Business

- Expanded, Global Collaboration Capabilities
- Decreases in Staff Travel From Enterprise Video Functionality
- Cost Containment
- Optimized Infrastructures and Performance

Technology Capabilities

- **New Revenue Streams:** Spearheaded infrastructure design behind innovative monitoring via SMART Technology project allowing real-time, structural engineering views (projected for widespread use) and *fee-based collaboration capability* facilitating client-engineer architectural and engineering document sharing.
 - Brought up ProjectWise Cloud environment for hosted engineering collaboration: planned and executed requirements, design, implementation, multi-vendor coordination, and hosting vendor selection.
- **Cloud Infrastructure:** Drove RackSpace redesign in 2 environments pivotal to growth plans, resolving performance and reliability issues while reducing hardware footprint and monthly costs.

DIRECTOR, IT (2007–2009)

Support to 75 Offices & 3,300 Employees ■ Unified Communications & Collaboration Strategy Team

Promoted based on success leading **Unified Communications System launch**; directed teams engaged in worldwide IT infrastructure support, wireless device support (billing, procurement, and support to 1,200 users), and consolidation projects. Reported status to senior management; prepared fiscal year IT budgets. Managed \$500K in annual department spend, excluding salaries.

Infrastructure & Communications Consolidation - Co-Location Projects - Migration Initiatives - IT Budgets Standards Development - Wireless Device Strategy & Support - Data Center Buildout - Carrier Consolidation

Key IT Initiatives

- **Multi-Country Applications Support:** Led data center implementation (raised floor, UPS, security, HVAC, fire suppression, and backup power).
- **Cross-Region Standards:** Cut costs by championing *Unified Communications standard*; led project team, built business case, selected vendor, and fostered consensus across global regions.
 - Prepared presentations on system options and forecasted savings; sought and collated user input crucial in building buy-in for new standard.
- **Wireless Device Cost Savings:** Decreased wireless spend and consolidated carrier options, leading migration project affecting 1,200 users.
- **Team Leadership & Development:** Guided career decisions and mentored team members in meeting changing business needs through periods of acquisition and consolidation.

Growth Support & Technology Strategy

- First Unified Communications Standard
- New Data Center
- Global Office Infrastructure Consolidations
- Project Planning, Direction, & Deployment
- Consolidation Cost Strategy
- Cellular Wireless Migration & Carrier Cutover

ACME Technology Corporation, Continued...

MANAGER, TELECOMMUNICATIONS (2004–2007)

First Unified Communications System ■ Substantial Cost Savings With Circuit Migrations & Consolidations

Held authority for design, deployment, projects, and support for 50+ voice / networking systems (2,700 users) in transportation division. Supported company acquisitions with co-location projects, realizing IT operating cost savings. Researched requirements for IP telephony, video conferencing, and collaboration solutions, plus wireless administration team supporting 1,000 devices and user needs. Contributed to IT budget planning process.

Co-Location Initiatives - Project Management - Infrastructure Consolidations - Wireless Administration Management

- **Unified Communications Systems ROI:** Proposed, researched, and **drove first U.S. Northeast office UC systems**—presenting findings to CIOs; sharply reduced costs with planning and deployment.
- **Carrier Circuit Change:** Streamlined post-acquisition office consolidation saved ~20% in monthly WAN charges with transition to Verizon; served on team handling negotiations. Planned and led nearly seamless, time-critical cutover despite reliance on non-technical remote office employees.

ACME Services

Quincy, MA | 2001–2004

Quickly assumed leadership roles in large-scale telecom (complex networking and infrastructure) projects.

PROJECT MANAGER, VOICE SERVICES TEAM

Major Airport Telecommunications Projects ■ Rebadged Outsourcing Operations, Projects, & Support

As rebadged (outsourced) ACME employee within United Airlines, **managed high-visibility telecom and network infrastructure projects (2-10 staff)** reaping substantial cost savings, leveraging frame relay for voice communications. **Drove down IT operations costs, increased efficiency, and reduced long distance expenses** with time-critical equipment upgrades and 6,000+ digital / analog station installations at Newark-Liberty International Airport. Administered network systems support, project scope and requirements gathering, network designs, telecom rooms, and infrastructure cabling plants. Delivered cost-saving upgrades to IT systems at major airports.

Project Design, Management, & Implementation - Time-Sensitive Equipment & Systems Cutovers

ACME TELCO

Basking Ridge, NJ | 1999–2001

Handled network operations calls, technical troubleshooting, and resolutions in fast-paced Control Center environment.

TRANSLATION ANALYST, NETWORK CONTROL CENTER

Customer Network Service Outage Resolutions ■ Voice Trunk Analysis & Trouble Reports

Analyzed out-of-service issues, **maintaining 99.8% call completion to SLA standards** and issuing tickets to Network Maintenance Center, with follow-up to ensure expedited resolution to customer problems.

Central Office Switch Service Analysis - Network Operations Troubleshooting - Voice Switches

EDUCATION

BS in Technical Management – 2008; AAS in Telecommunications Management – 1999

DeVry University, North Brunswick, NJ

Studies for Bachelor of Science in Marine Biology – 1995-1996; Vikings Baseball & Volleyball Teams

Salem State University, Salem, MA

PROFESSIONAL AFFILIATIONS

Society of Information Management – Boston Chapter