

RAY MOORE

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SENIOR DIRECTOR OF IT

Technical Solutions | Information Technology Leadership | Service Excellence

Accomplished information technology leader with extensive experience providing the direction to drive the achievement of key organization business goals and objectives. Develops and executes strategy based on information technology/enterprise monitoring best practices and wide-ranging technical business intelligence designed to drive significant technical improvements. Skilled in building and maintaining long-term, professional relationships with strategic business partners and stakeholders based on the effectiveness of the leadership, solutions, and support provided. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic business environments. Core competencies include:

Technical Program Management • Cloud Computing • Enterprise Architecture • Staff Training and Development • Enterprise Monitoring Practices • Strategic Business Partnerships • Technical Process Improvements • Solutions Integration • Strategy and Execution • Technical Automation • Performance Monitoring • IT Management

PROFESSIONAL ACCOLADES

Voted #1 Enterprise Monitoring Expert Worldwide.

Recipient of the Governor's Honors in Mathematics – State of Georgia.

Delivered results at 343% of the defined quota by innovating a new sales approach.

Led training of 5,000+ individuals.

EXPERIENCE

Accenture, Denver, CO

2018 – Present

SW/APP/CLOUD TRANSFORMATION MANAGER, NORTH AMERICA

Direct and mentor IT Monitoring Support teams helping 25+ people achieve promotion while providing support for dozens of large North American companies in a manner to drive increases in individual and group performance.

- Continually analyze on-prem/hybrid/Cloud-Native Azure and AWS for healthcare, retail, pharmacy, banking, fast-food, insurance, clothing, mortgage, and finance.
- Drive innovation to validate that no gaps exist, fix gaps, and submit detailed risk assessments, and empower employees to make decisions using the business plan and mission statement.
- Train, mentor, and provide coaching for multiple business units to drive 42% improvement in productivity.

CONTRACT DIRECTOR OF PERFORMANCE AND MONITORING

State of Massachusetts, Boston, MA

2018

Continually assessed enterprise monitoring implementation while training and mentoring a high-performing monitoring team. The team was disheveled and created from legacy systems where they needed to learn monitoring quickly, so I was able to increase effectiveness by over 50% and morale by 100%.

- Updated, patched, and reset State Revenue System and learned new software to mentor other departments.
- Recipient of the 1st ever recommendation letter for the CIO.
- Worked in collaboration with multiple teams to review IT operations, identifying multiple gaps.

Bhummi, Charleston, SC

2017 – 2018

CHIEF TECHNOLOGY OFFICER

Directed all technology-related solutions for approximately 15 applications in a worldwide portal, designing and implementing an IT solution by comparing on-prem, hybrid, and native Cloud.

- Created Standard Operating Procedures (SOPs) to install, run, and maintain technology, utilized full social media for marketing, and designed a CRM for worldwide use.
- Accounted for investments valued at \$100,000+ by presenting the corporate vision.

Verizon, Alpharetta, GA/Colorado Springs, CO

2009 – 2010 / 2016 – 2017

CONTRACT DIRECTOR OF AUTOMATION AND MONITORING

Directed and mentored automating testing and trained 20 employees in enterprise monitoring.

- Created and delivered training videos on how to use monitoring tools.
- Collaborated to step back and view the entire company and not just a silo.
- Converted manual tests into fully automated tests, resulting in thousands of hours saved.

H&R Block, Kansas City, MO

2011 – 2015

DIRECTOR OF ENTERPRISE MONITORING

Assessed enterprise monitoring implementation while educating by example on how to be proactive in all approaches.

- Maintained full accountability for bringing diverse teams together to work in collaboration through communication.
- Created dashboards and reports to proactively identify potential future issues.
- Analyzed tools in the use to identify overlap to reduce long-term costs by \$1M+.

Bank of America, Atlanta, GA/Charlotte, NC

2009 – 2010

CONTRACT ARCHITECT FOR ENTERPRISE MONITORING AND OPERATIONS MANAGER

Led redesign of the monitoring implementation while mentoring high-performing teams and directing new projects.

- Questioned by tools were not being fully utilized and innovated a new design to drive technical efficiency.
- Assembled and developed a high-performing Enterprise Monitoring Team.
- Directed technical projects using Agile and Scrum methodologies and trained and mentored multiple groups to drive performance improvements.

ADDITIONAL EXPERIENCE

Architect for Enterprise Monitoring and Operations Manager – Bank of America

Senior Systems Engineer – Mercury Interactive

EDUCATION

Bachelor of Science, Computer Science – Armstrong State University, Savannah, GA

Profit Acceleration – Certification training to assess, analyze and guide small to medium-sized companies to significant profit.

Proctor Gallagher Institute – Certification training from Bob Proctor, plus a culmination of 30 experience helping children, adults and business owners become wildly successful.

PUBLICATION

Where's My Website? – a book about SEO where I discuss the steps I took to get a website onto Google page 1 in 8 days and Google #1 3 days later.

\$100K Extra – a different way to discuss a company's mindset to propel immediate improvement in sales & marketing.

www.AdsbythePixel.com – a website where every business in every city can quickly be found with 1-click calling.