## Michael P. Farley

*Topsail Island NC, 28460*

[*MichaelPFarley@Outlook.com*](mailto:MichaelPFarley@Outlook.com)

www.linkedin.com/in/mifarley1

*Phone: 704-491-8968*

*IT Leader with 25+ years’ experience building and managing IT Organizations. Deep hands-on experience Managing Infrastructure Operations, IT Support Services (levels 1-4), Systems Integration/Automation, Vendor/Contract Management, Supply chain management and Governance for large Multi-national Companies as well as fast growing start-ups.*

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| Education/Certifications |
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* **UNIVERSITY OF NORTH CAROLINA at WILMINGTON** 
  + Bachelor of Science - Computer Science, December 1995
* **GEORGE WASHINGTON UNIVERSITY** 
  + Master’s Certificate - Project Management, May 2000
* **US Army Officer Candidate School (OCS) – Ft Bragg, NC** 
  + Distinguished Graduate -July 2004
  + Outstanding Leader Award – July 2004
* **Avatrix Multi-Cloud Network Associate Certified –** May 2020
* ***ITIL® Service Transition Certified*** *– May, 2015*
* ***AirWatch Enterprise Mobility Associate Certified* –** October 2015
* **ITIL® Foundation v3 Certified –** November 2015
* **HDI Support Center Director Certified -** April 2014
* **CompTIA A+ Certified –** March 2009

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| Professional Accomplishments |
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**IT Program Director –** Bit Insight Group (June 2022 – Present)

Perform IT Operations, Support Services and Security assessments for various companies. Provide customers a complete view their current state along with improvement recommendations for processes, tools, automation opportunities and organizational structure.

**IT Director:** Fenix24, LLC (2022 – June 2022)

One of four employees brought over from parent company, Conversant Group, LLC to establish the core IT and HR processes to allow for the successful startup of ransomware recovery company, Fenix24, LLC.

**IT Director:** Conversant Group, LLC (2021 – 2022)

Brought in to identify and lead core IT and HR transition activities to prepare Conversant Group to spinoff a new Company, Fenix24, LLC focused on Ransomware Recovery Services a few months later. Worked with Managed HR companies to ensure payroll, Health insurance, 401k, etc. programs were created and ready for seamless transition of employees transferring from Conversant, LLC to Fenix24, LLC. Identified all major IT Processes to be created and implemented.

**IT Program Director:** HEPACO, LLC (2019 – 2021)

Oversaw all IT programs in a multi-cloud environment company heavily involved with mergers and acquisitions for growth. Responsible for Service Support, Security Compliance/DR, End point Security, Identity Management, Supply chain management, Vendor Management, Network Infrastructure Deployment, Operations Contract review/renewals and Overall IT Program Governance. Converted newly acquired companies completely over to our networks, phone systems, end points and support structure utilizing state of the art technology and MSPs. (ITSM, SD-WAN, Auto-pilot, Intune/End point Manager, DEP, Sentinel, O365 one drive redirect, etc.)

Fully automated the new hire onboarding process with one click of a button by HR using Workflows created within current ITSM system linked directly to MS End point Manager (previously SCCM/Intune). Once new employee was cleared by HR, they would simply click a button and depending on their cost center/LoB, would be fully provisioned with network access to data shares/websites as well as kickoff workflows to fulfill their hardware needs (to include cell phone if applicable) The hardware would be shipped same or next day preloaded with corporate applications/security once the user logged in for the first time, their employee specific applications would be pulled down to their device. This process was not tied to the local corporate LAN and could be fully provisioned on or off the corporate network. Applications integrated included MS Intune, Dell Auto-Enrollment (Desktops/Laptops), O365 one drive data redirect, AT&T/Verizon Device Enrollment Programs, and process integration with contracted hardware vendors. Automation program reduced time to fulfil new employee devices from 3 weeks down to one day from HR approval to hire. Leveraged same program to same day ship replacement devices to end users. Once the employee logged into their new device, their profile, apps and data to include desktop and web favorites would be populated.

**IT Program Director:** HCL Technologies Limited (2016 -2018)

Responsible for Infrastructure PMO design and execution as well as Service Now ITIL Alignment, Service Desk, Desktop support, end point connectivity/management and Governance. Conducted pre-sales assessments for multiple external companies as well as assisting with the preparation and delivering the formal Services proposals.

(04/17 – 09/17): Oversaw Global Service Desk and Desktop support Delivery for team of 350. Functions include delivery of Chat, Self Service, Voice, and Software Delivery.

(03/16 – 04/17): Provide Governance and technical oversight for IT Projects and Transitions. Areas of primary focus include ITSM development and administration (Service Now), supply chain management, ITIL Governance and standards (Incident mgmt., Change mgmt., Problem mgmt., Service Request mgmt., etc.) Asset Management. (HAM/SAM/CMDB) and infrastructure Transition/stability activities. Work closely with Customer Governance as well as all IT groups on policy creation, technical reviews, and process improvements.

**Sr. IT Manager:** Duke Health Technologies Solutions (2015 – 2016)

Responsible for the Duke University Health System Desktop Support and Business Relationship Management. Organization provides support for the 3 main Duke University Health System Hospitals in a 24X7X365 Service Based costing model. Work closely with various Duke University Health System Executive Leadership teams on establishing and growing a positive working relationship that specifically address their needs. Work with all areas of IT to deliver required solutions to the Customers.

**Sr. IT Manager:** IDEXX Laboratories, Inc. (2013 – 2015**)**

Held responsibility for End User Computing Program Worldwide for IDEXX Laboratories, Inc. Departments include - Desktop Architecture, Packaged systems 3rd level support, Desktop Support, IT Deployments, Supply Chain Management and Service Desk operations. Focus areas: SCCM 2007 to SCCM 2012 upgrade to allow for BYOD support for Macs and Windows (device and OS agnostic support). Virtual Desktop infrastructure and Mobile Device Management implementation. Restructured the Service Desk and Desktop organizations to allow for focused areas of customer support. Implemented ITIL best practices into the corporation. Replaced existing ITSM tool with Service Now off-premises instance and designed the workflows around ITIL best practices as well as company specific requirements.

**Sr. IT Manager:** Blue Cross Blue Shield of South Carolina (2003 – 2013)

Responsible for the support of all Blue Cross Blue Shield of South Carolina end point devices (18,000+) as well as the Business Relationship Management of three major Lines of Business in 5 states. Oversaw 5 Managers and 70 employees with responsibility for fiscal budget creation and adherence.

**IT Manager:** IBM (1996-2003)

Responsible for new business transition activities, startup to steady state operations and staffing of highly technical Call Center with 80 direct reports. The payroll managed was in excess of 6 million. Transition/Startup activities included establishing/implementing transition strategy, staffing, training, ordering hardware/software builds, coordinating telephony solution, and presenting customer progress reports.

***References:***

*Available on request*