

Howard Reid



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Professional summary

IT Executive with 27+ years of experience driving technology strategy, infrastructure modernization, and enterprise transformation. Proven record of delivering \$5M+ in cost synergies through strategic acquisitions, reducing infrastructure costs by 35% through cloud migrations, and strengthening security across global operations. A visionary leader known for aligning technology with business outcomes, fostering innovation, and optimizing resources at scale.

Key Achievements

- **Strategic Cost Optimization:** Delivered \$5M+ in annual IT cost synergies through strategic acquisition integration and achieved \$750K annual savings through Azure cloud migration and Microsoft 365 optimization.
- **Infrastructure Modernization:** Led enterprise-wide transformations including data center consolidation (165+ servers to cloud), Zero Trust network security implementation, and elimination of legacy infrastructure.
- **Security Leadership:** Established a formal IT Security organization to drive enterprise cybersecurity strategy, governance, and Zero Trust alignment, while institutionalizing enterprise wide cybersecurity awareness training reducing human risk and improving overall security resilience.
- **PMO Development:** Established and led Project Management Office, implementing standardized methodologies and governance frameworks that improved project delivery success rates and organizational efficiency.
- **ITSM Implementation:** Built comprehensive IT Service Desk standardizing Incident/Request/Change management processes and automating employee lifecycle management with HR integration.
- **Digital Transformation Initiative:** Implemented low-code/no-code solution to automate digitization of on-premises paperwork to cloud documentation.

Employment History

JUN 2023 - AUG 2024

PEORIA, IL / DALLAS, TX

Director of Infrastructure, IT Security, Operations & End User Computing, Liberty Steel USA

- Managed \$15M+ IT budget, improving security and reducing costs by 35% in network overhaul.
- Led IT operations and infrastructure aligning strategies for efficiency across US sites, boosting service delivery.
- Established a formal IT Security organization to strengthen enterprise cybersecurity posture, governance and driving initiatives in identity and access management, rights management, incident response resulting in a measurable reduction in security risk exposure.
- Partnered with third-party security firms to conduct annual penetration tests, risk assessments, and compliance audits
- Institutionalizing enterprise wide cybersecurity awareness training using KnowBe4 reducing human layer risk, strengthening regulatory posture, and improving overall security resilience.
- Developed a centralized IT Service Desk with FreshService, standardizing Incident/Request/Change management processes and automating employee lifecycle management with HR integration.
- Mentored cross-functional team, fostering a culture of learning and collaborative problem solving.
- Implemented low-code/no-code solution (Glide Apps) to automate digitization of onpremises paperwork to cloud documentation, streamlining Accounting/Finance operations.
- Revamped operational strategies, delivering substantial improvements in service efficiency and aligning IT functions with business goals.

MAY 2021 - JUN 2023

FORT WORTH, TX

Sr . Director of IT Strategy & Architecture, Wilks Brothers LLC

- Managed \$12M IT budget, enhancing cloud efficiency and cutting costs by \$750K annually.
- Led data migration to Azure, boosting app performance by 40% and slashing recovery time to 4 hours.
- Reduced telecom expenses by \$400K annually by migrating 2000+ users to cloud based systems.
- Implemented cybersecurity measures, fortifying data integrity across the organization.
- Streamlined device provisioning, saving \$175K annually in labor costs.
- Conducted in-depth risk assessments, enhancing cybersecurity protocols that fortified data integrity and reduced vulnerability to threats.
- Partnered with third-party security firms to conduct annual penetration tests, risk assessments, and compliance audits.
- Coordinated cross-departmental initiatives, ensuring alignment of IT strategies with business goals and fostering a culture of shared success.
- Leverage technology to drive organizational success and support team development through strategic IT initiatives.
- Spearheaded the IT budget strategy, optimizing resource allocation to achieve substantial improvements in operational efficiency.
- Executed meticulous risk assessments that strengthened cybersecurity measures, significantly mitigating potential data breaches.

MAY 2014 - MAY 2021

FORT WORTH, TX

Director of IT Operations & Enterprise Solutions, Wilks Brothers LLC

- Spearheaded IT strategy for 24+ businesses, enhancing client collaboration through targeted technology alignment, resulting in substantial improvements.
- Guided PMO establishment, mentoring project managers and fostering culture of continuous improvement.
- Built comprehensive IT Service Desk standardizing Incident/Request/Change management processes.
- Executed comprehensive IT integration for a mid-sized acquisition, achieving \$5M in annual cost synergies and completing the project ahead of schedule.
- Established a formal IT Security organization to drive enterprise cybersecurity strategy, governance
- Implemented Azure AD join for 2000+ employees, achieving 99.9% success across 2800+ devices.
- Directed comprehensive cybersecurity initiatives reducing security incidents by 85%, implementing enterprise IAM for 1800+ users, and achieving 100% MFA adoption.
- Conducted thorough security assessments, leading third-party penetration tests that identified critical vulnerabilities and improved overall security posture by 40%.
- Institutionalizing enterprise wide cybersecurity awareness training using KnowBe4 reducing human layer risk and improving overall security resilience.
- Deployed Dell/Intune connected provisioning reducing device setup time from 6 hours to 35 minutes, achieving \$175K annual labor savings.
- Print Infrastructure Overhaul: Eliminated 23 print servers using PrinterLogic, reducing help desk tickets by 70% and management time by 90%.
- Orchestrated a comprehensive IT strategy, enhancing operational efficiency and aligning technology with business objectives.
- Maintained rigorous oversight of IT budgets and resources, driving measurable improvements in project delivery and cost management.
- M&A Technology Integration: Complete IT harmonization including network integration, data consolidation, and process standardization across acquired organization.

NOV 2010 - MAY 2014

FORT WORTH, TX

Manager of Client Services, FTS International

- Led IT teams to achieve 99% system uptime, significantly enhancing operational efficiency across energy sector operations.
- Directed strategic technology plans supporting seamless business operations and growth initiatives.
- Managed 28-member IT team, fostering culture of continuous improvement and professional development.
- Revamped data center operations, aligning infrastructure with corporate strategy for optimal performance.
- Implemented comprehensive technology roadmap, streamlining processes and driving measurable operational improvements.

MAY 2007 - NOV 2010

DALLAS, TX

Client Services Team Manager , Capgemini Energy & HCL America

- Managed Executive Support Services for major energy clients including TXU Energy, Oncor , Luminant, and Energy Future Holdings.
- Led IT support teams, enhancing client service strategies and professional team development.
- Managed \$1.6M OPEX budget, optimizing resource allocation and minimizing operational waste.
- Developed strategic roadmap for multi-channel client support, achieving 40% increase in service efficiency.
- Coordinated efforts between administrative and remote offices, fostering unified service delivery approach.

SEP 2002 - OCT 2006

KING OF PRUSSIA, PA

IT Client Support, YellowBook USA

- Support for hardware, software, and peripheral devices (e.g., printers, scanners, mobile devices).
- Install, configure, and maintain Windows-based desktops, laptops, and tablets.
- Troubleshoot and resolve issues related to operating systems, network connectivity, email, and user applications.
- Manage user accounts, passwords, and group policies in Active Directory.
- Deploy and maintain security patches, software updates, and antivirus protection using tools such as Microsoft Endpoint Configuration Manager (or similar).
- Set up and support video conferencing systems, projectors, and meeting room technologies.
- Document incidents, service requests, and resolutions in the IT ticketing system.
- Collaborate with Infrastructure and Security teams for escalated issues.
- Assist in onboarding/offboarding of employees (workstation setup, account provisioning, hardware retrieval).
- Maintain an inventory of IT assets and participate in lifecycle management.
- Provide excellent customer service and communicate effectively with non-technical users.

SEP 1997 - APR 2002

AMARILLO, TX

IT Infrastructure Support, Northwest Texas Healthcare System

- Managed and maintained the IT infrastructure supporting Emergency Room, Accounting, Medical Records, Human Resources, and Executive leadership teams, ensuring secure and reliable 24/7 operations.
- Oversaw desktop, server , and network administration including configuration, deployment, patching, and troubleshooting of critical hospital systems.
- Provided comprehensive IT support for remote doctor offices as well as accessing the hospital patient clinical system.
- Led the enterprise email migration from Microsoft Exchange to Lotus Notes, including planning, data migration, user training, and post migration support for the hospital departments.
- Directed the implementation, training, and enforcement of HIPAA compliance standards across the hospital and remote locations, ensuring regulatory adherence and patient data protection.
- Developed and maintained infrastructure documentation, SOPs, and conducted staff training on HIPPA best practices and data handling.
- Technical lead for newly established centralized patient scheduling office for all procedures (lab, diagnostic imaging, neurology, and other disciplines). This model was implemented across the company's US footprint and included the hardware, office configuration and supporting technical needs of a call center .

Clifton Strengths	Restorative Strategic Achiever Ideation Arranger - Natural problem solver with a focus on diagnosing and fixing complex infrastructure challenges. - Strategic thinker with the ability to anticipate roadblocks and design scalable solutions. - High personal drive and accountability to deliver results in fast-paced environments. - Creative innovator who generates new ideas to optimize systems and processes. - Skilled at coordinating people, tools, and priorities to execute effectively under pressure.
Skills	IT Strategy & Architecture Executive Partnership Development Strategic Planning Roadmap Budgeting Vendor Management Contract Negotiations IT Service Management Mergers & Acquisitions Divestitures Project Managmenet Cybersecurity IT Infrastructure Network Architecture Cloud Migrations Zero Trust Identity & Access Management Process Improvements IT Policies Regulatory Compliance Department Building Team Leadership Staff Training & Mentoring Cross-Functional Collaboration Performance Optimization
Education	JAN 2010 - MAY 2014 Bachelor of Science in IT Network Administration, Western Governors University
Professional Affiliations & Community Leadership	- Solar Soccer Club: Lead Goalkeeper Coach for ECNL Regional League NTX U17b & U19b teams. (2024-2025) - Hurst FC: Assistant Coach and Goalkeeper Coach. (2021-2022) - Allegiance FC: Goalkeeper Coach. (2019-2021)
Links	LinkedIn https://www.linkedin.com/in/howardareid Professional Website https://www.howardreid.me
Certifications	- ITIL 3.0 Certified - CompTia Security+ - CompTia Project+