

JEFFREY COX
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SENIOR INFORMATION TECHNOLOGY (IT) PROFESSIONAL

A client-focused, Senior Information Technology (IT) professional with ten years experience in leadership, and demonstrated accomplishments across most aspects of Information Technology. I am results-driven and convicted to the principle that Information Technology must support the goals of an organization.

AREAS OF EXPERTISE

- Mergers and Acquisitions – Led / contributed in several post merger and acquisition IT related activities, resulting in successful integration of companies
 - Coordinated Infrastructure connectivity between companies
 - Led mail system integration between companies
 - Implemented policies and procedures at acquired company
- Strategic Planning - Collaborated with senior leadership to identify long-term IT initiatives that would enable increased customer satisfaction
- Employee Management - Implemented new hiring procedures for the IT Department, increasing the quality of the employees that were hired
- Project Management- Led multiple IT projects delivering all projects on time and on budget
- Hardware/Software analysis - Evaluated and recommended software and hardware upgrades focused on increasing productivity and system availability
- Disaster Recovery- Designed and tested initial disaster recovery procedures for key systems, reducing downtime resulting from system failure
- Security and Firewalls - Managed firewall implementations delivering increased security for client data and intellectual property

SPECIFIC SKILL-SETS AND PROJECTS

- Solid leadership in Merger/Acquisition environments
- Proven internal and external client support
- Experienced in SOX 404 infrastructure audits
- Implemented and managed Helpdesk environment
- Skilled IT Manager and team builder
- Management Lead for office relocations and expansions
- Manage relationships with supply chain partners
- Positive, hands on management overseeing day-to-day IT operations

ACHEIVEMENTS

COMPLETED MULTIPLE MERGER AND ACQUISITION (M&A) INFORMATION TECHNOLOGY (IT) INTEGRATIONS ON SCHEDULE WITH MINIMAL IMPACT TO THE BUSINESS

- Coordinated Infrastructure connectivity between companies with no disruption to current infrastructure
- Led mail system integration between companies to one hosted mail system with minimal disruption to employee emails
- Coordinated with Human Resource to maintain data integrity and security during personnel changes

SAVED THE COMPANY \$3MM BY COMPLETING DATA CENTER UPGRADE

- Replaced key servers in data center with more reliable hardware
- Implemented new policy regarding hardware requirements
- Upgraded core network infrastructure
- Evaluated Information Technology (IT) personnel
- Increased accountability of IT personnel
- Increased communication with management

RESPONSIBLE FOR MULTIPLE OFFICE RELOCATIONS AND EXPANSIONS

- Attended regular construction meetings with general contractor to monitor project
- Worked with all vendors involved in project including architect, contractor, electrician, and wiring contractor
- Organized move so production servers and communication links had minimal downtime
- Office and Data Center moves were completed over one weekend

CREATED AND IMPLEMENTED NEW IT POLICIES AND PROCEDURES FOR FEDERAL REGULATIONS

- Worked with outside audit firms to create new policies and procedures for Sarbanes-Oxley (SOX) based on the Control Objectives for Information and related Technology (COBIT) framework
- New policies and procedures brought the IT Department in compliance with Sarbanes-Oxley (SOX) regulations in less than one year
- Successfully completed first audit from external audit firm
- Implementation of new procedures helped improve security and internal controls company-wide for IT governance

IMPROVED THE STABILITY AND RELIABILITY OF E-MAIL SYSTEMS

- Led initiative to upgrade hardware on Exchange servers
- Acquired active monitoring system to send alerts when Exchange system became unstable
- Increased e-mail system availability to 99% uptime
- Implemented additional antivirus and spam filters, reducing virus outbreaks by 99% and spam by 75%

IMPLEMENT NEW HELP DESK TRACKING SYSTEM

- Researched several help desk systems and created proposal for the system that was implemented
- New help desk system eliminated multiple resources working on single task
- Help desk system provided more accurate audits of workstations, eliminating unauthorized software installations which led to increased productivity
- Improved IT Staff accountability for their work

EMPLOYMENT HISTORY

ORACLE
(Docucorp/Skywire)

1994 - present

Sixteen years experience with Oracle and its acquisition companies, in increasing areas of responsibilities, in Texas and Georgia. In my current role of Senior Project Manager, I am responsible for the execution of the Financial Management Processes for the organization's Global IT group.

MERGERS AND ACQUISITIONS

- Led post-acquisition integration of IT after the Oracle acquisition. Integration completed on time, including an office relocation
- Led post-acquisition integration of IT after Skywire Software acquired Docucorp International. My contributions were recognized by my being awarded MVP of the IS Department by the CEO for my efforts and results during the integration
- Worked directly with the Sr. IT Manager of Docucorp after the merger of Image Sciences and Formmaker Software (to create Docucorp) on integration activities. Promoted to Assoc. IT Manager and relocated to Georgia to oversee the local offices
- Led mail integration and outsourcing through merger and corporate restructuring
- Coordinated with Human Resources company wide personnel changes during integration and restructuring to maintain data security and integrity

IT OPERATIONS

- Managed IT Staff at multiple locations responsible for IT Operations, including end user support, remote support, network, firewall and on-call support
- Directed multiple hardware/software installs and upgrades resulting in improved network performance, server reliability, performance and capacity
- Implemented multiple backup/recovery processes and systems across the company minimizing the risk of data loss. Decreased the time to recover on key systems
- Worked directly with external customers to ensure data transfers were functional and successful
- Member of the Year 2000 Planning Committee
- Led Migration to Microsoft Exchange Servers, resulting in increased mail capacity, and availability
- Performed backups and restores
- Installed various server technologies including Windows, Linux, Netware, MySQL, and Microsoft SQL Server, and various server applications

POLICES, PROCEDURES, PROCESSES

- Co-led team to rework the process eliminating late executed maintenance contract renewals to obtain significant savings for Oracle
- Developed and documented, with the process manager, the Strategic Business Plan Process for the ITIL implementation
- Assisted Process Manger with design, documentation and socialization for the Financial Management process, which included meeting and leading presentations of the process with various departments. Implementation of the process increased transparency and reporting of IT Financials
- Recommend new process to validate charges against cost centers as a result of an audit I performed, identifying \$2MM in budget overages
- Designed and implemented new policies and procedures for SOX Compliance for internal IT Controls. Implementation of these Internal Controls brought us into compliances with Federal Laws, as well as passed first SOX audit by an external audit firm
- Developed and maintained high level business continuity plan
- Attended numerous management training classes with subjects such as performance evaluations, personal relations, sexual harassment, and best practices to maintain effective leadership skills
- Developed and implemented new security policies, along with a change management process for production networks containing sensitive and confidential client data

PHASEWARE
Consultant

2005 - 2010

PhaseWare is a leading Help Desk software for small to medium size businesses.

- Work directly with the President of PhaseWare to provide recommendations on infrastructure design and implementation.
- Analyze and make recommendation on product functionality, website design and various IT related projects.

UNIVERSITY OF NORTH TEXAS HOUSING DEPARTMENT
Computer Network Manager
Special Assistant For Financial Accounting

1993 - 1994

1992 - 1993

EDUCATION

- Bachelor of Business Administration (BBA) Business Computer Information Systems – University of North Texas

CERTIFICATIONS

- Information Technology Infrastructure Library (ITIL) Foundation version 3

TRAINING

- Project Management Professional Certification (PMP) Prep I & II – University of North Texas
- Information Technology Infrastructure Library (ITIL) – Oracle
- Performance Management Training – Haynes and Boone, LLP

COMMUNITY INVOLVEMENT

- Chamberlain Performing Arts - Board of Directors
- Wylie 2008 Solid Waste Citizens Committee - Committee Member

AWARDS

- Leaders Choice Award - Q3FY10 – Oracle
- Way to Go Awards – Q1FY10 - Q1FY11 - Q2FY11 – Oracle
- MVP of the IS Department – Skywire Software
- Eagle Scout

ORGANIZATIONS

- Computer Information Systems Organization – University of North Texas
- Phi Chi Theta Business Fraternity – University of North Texas
- Former Assistant Scoutmaster, Boy Scout Troop 865