

# JOHN-PAUL REED

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A leader and Networking Engineer whose experience includes a detailed knowledge of networking technologies and best practices. I have experience directing teams in the creation and deployment of solutions protecting networks, systems and information assets for the education sector as well as for diverse companies and organizations to include serving customers in the medical, legal and the food service industry.

## PROFESSIONAL STRENGTHS

customer relations  
sales building  
operations management  
leadership development

server/network ops  
policy/procedure applications  
project management  
inventory management

disaster recovery ops.  
budgeting  
strategic planning  
Blockchain IT

## SELECTED ACHIEVEMENTS

**Customer Relations.** Trained, developed and motivated employee teams on how to solve complex problems in an efficient, friendly manner with a customer focused approach.

**Profit/Loss Responsibility.** Provided effective leadership for all aspects of a \$600,000 annual revenue company. Reduced overall expenses by 10% within the first 90 days while introducing a new products which increased sales by 15%.

**Product Sales.** Provided pre-sales and design and implementation support to members of the sales team resulting in an 75% closing of sales.

**Process Development.** Created processes for customers as well as helpdesk, engineering and sales staff to follow increasing overall efficiency and scalability as well as increasing revenue by 10%

**Facility Standards and Risk Management.** Worked as part of an Emergency Response Team made up of Facilities Management, Risk Management, Information Technology and Public Relations as well as other key Administrators to respond to critical incidents involving life safety. In addition, implimented measures to increase both physical server/network security as well as overall security of stored data and databases both in transit and at rest.

**Managed Shelter Operations.** Organized and coordinated a federal emergency shelter location housing over 300 people ensuring that they had food, medical care and sleeping accommodations.

**Community Relations.** As a Director of Technology in the education sector met and collaborated with other school IT leaders to share ideas and discover new and innovative ways to do things both operationally as well as in the classroom.

**Inventory Management.** Created inventory control processes for all of the equipment that the Technology Department was responsible for to ensure accountability for our over \$1M in inventory. Created an equipment lifecycle schedule and budget to ensure that equipment would be replaced on schedule.

**Strategic Leadership and Project Management.** As part of a leadership team managed several construction projects covering technology to include a new chapel as well as new student dormitories. Built an enterprise level wired and WiFi network as well as virtualized server infrastructure.

## EXPERIENCE

**Chief Technology Officer** Current  
*TW Enterprises, San Antonio, TX*

**Director of Technology** 2004-2019  
*Texas Military Institute, San Antonio, Texas*

**Information Systems Manager/Jira Master (Contract)**  
*Prime Lab (Blockchain)*

**VoIP Engineer (Contract)**  
*Velonex Technologies, San Antonio, Texas*

## EDUCATION

*Google Project Management* Currently Enrolled, Online

*MCSE, NT4* New Horizons, San Antonio, TX