

JOHN-PAUL REED

210-286-1618

jp@johnpaulreed.com

www.linkedin.com/in/john-paul-reed

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

PROFESSIONAL STRENGTHS

customer relations
sales building
operations management
leadership development

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

disaster recovery ops.
budgeting
strategic planning
blockchain IT

SELECTED ACHIEVEMENTS

Incident Management. Led an Incident Response Evaluation Team in the banking industry evaluating, documenting and responding to security and production related incidents mitigating the threats and minimizing downtime.

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.

Virtual Office Designer. Built virtual office environment using Gather which was used by a Web3 software company with over 200 employees.

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

Technology Consultant and Incident Manager <i>One Source Datacom, San Antonio, TX</i>	Current
IT Operations Manager <i>Herring Bancorp, Amarillo, TX</i>	Mar 2023-Feb 2024
Chief Technology Officer <i>TW Enterprises, San Antonio, TX</i>	2019-2022
Director of Technology <i>Texas Military Institute, San Antonio, Texas</i>	2004-2019
Information Systems Manager/Jira Master, SRE Team Lead (Contract) <i>Prime Lab (Blockchain)</i>	
VoIP Engineer (Contract) <i>Velonex Technologies, San Antonio, Texas</i>	
Consultant to Managed IT Services and Tier 3 Escalations Engineer (Contract) <i>Vermont Connections, St. Albans, Vermont</i>	

EDUCATION AND LICENSES

<i>MCSE, NT4</i>	<i>New Horizons, San Antonio, TX</i>
<i>ICS 100b</i>	<i>Federal Emergency Management Agency</i>
<i>IS 0700b</i>	<i>Federal Emergency Management Agency</i>

GMRS Radio Operator (WRYY249)

Amateur Radio Operator (KJ5FNP)

Federal Communications Commission

Federal Communications Commission