
NEIL D. MORRIS

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neildmorris.com

INFORMATION SYSTEMS EXPERT : TECHNOLOGY EXECUTIVE : SERVANT LEADER

Summary

Highly motivated, passionate technology leader with a servant-leader approach, specializing in infrastructure and communications systems, enterprise systems, software development, security, and architectural principles. Innovative and results-oriented, with excellent communication skills and work ethic. 15+ years in information technology from the ground up including; operations, administration, engineering, product development, management and leadership roles. Vast international experience and experiences across a wide range of vertical markets supporting product and business development as well as enterprise operations. Master of Science with a focus on Information Systems Management. Passionate about aligning business and technology goals.

EXPERTISE

Application Development :: Infrastructure and Support :: Strategic Planning

Coaching and Mentoring :: Productivity Improvement :: Systems Integration

Continuous Integration :: Information Security :: Team Building and Leadership

Enterprise Resource Planning :: Enterprise Architecture :: Vendor Management

Work History

Jan 2010 - present

Senior Architect

ADT Security Services LLC

Senior Principle responsible for architectures and strategies with the charge to transform ADTs enterprise systems including; communications and contact center solutions, network infrastructure and facilities, workforce and field mobility, employee productivity support systems, and life safety systems supporting 400+ IT staff, 17000 employees across 200+ locations throughout North America and over 8 Million customers relying on ADT systems for over 2 Million calls / month on alarm event 24x7x365.

Accomplishments

- Successfully lead converged infrastructure architecture for acquired and integrated \$2 billion competitor through a \$100 million program that integrated and transformed the ADT residential operating business.
- Infrastructure architecture lead to develop and execution of a 2 year 225,000 man hour program to spin off ADT residential from Tyco making ADT a standalone \$4 billion business from the \$18 billion Tyco holding company why leaving the commercial monitoring business to become Tyco Security
- Completely replaced legacy network & telephony infrastructure over a 4 year program with savings to the business of over \$22 Million annually in operational cost
- Developed and executed ADT cloud strategy including owned, hybrid, and public cloud solutions allowing for a 15X reduction in time to deliver on Dev/ops systems and associated “to-market” activities
- Implemented ADT 3rd party API strategy to extend life style services into ADTs core life safety programs

- Started ADT IT and EA Architectural practice to align business with IT initiatives and drive greater value out of IT assists

Jan 2008 - Dec 2009

Solutions Architect

TATA Communications

Senior level customer facing Architect reporting to the VP of Solutions Engineering to provide go to market architecture supporting new product introduction for advanced services; IaaS, SaaS, PaaS network and telephony solution for hosted contact center solution primarily supporting international BPO operations. Work with Fortune 500 customers to develop network and communication strategies to deliver world class international solutions providing a unified Omni-channel experience across voice, chat, web, email communications. Provided B2B and B2C support delivering new solutions as white label through regional carriers and service providers.

Accomplishments

- Delivered private hosted and public hosted, and hybrid infrastructure to clients on 5 continents
- Designed and supported development of high performance clusters for a large auto manufacture improving supply chain across 3 continents
- Architect IP telephony solutions carrying over 1 billion international calls per month
- Established strategic outsourcing relationship, that rapidly extended capacity, meeting critical deliverable time lines.
- Supported sales activities in four countries through paneling at various communications industry events

Sep 2006 - Dec 2007

Consultant-Specialist

IBM Global Services

Working for the director of IBM Global Services provided technical architecture, engineering, and operational support to IBM Global Customers supporting over 4000 IBM BPO contact center agents in various India locations, and 100,000+ endpoints in 37 countries. Educate and training IBM staff around the world to build international dial-plan and support multi-national operations within a multi-vendor hybrid telephony solution over MPLS and other WAN topologies within the regulatory requirements within each country.

Accomplishments

- Designed and implemented international dial plan supporting segmentation of IBM laptop division to Lenovo with four regional soft switches in 3 countries
- Built plan and implemented on project which successfully upgraded IBM voice infrastructure supporting IBMs 60,000 employees around the world including a mesh IP network for VoIP showing cost reduction over international rates
- Implemented a voice dev/ops program for testing of natural and assisted voice platforms for IBM Labs

Jun 2006 - Sep 2006

Consultant

Verizon

Senior consultant with Verizon supporting Kaiser Permanente regional hospital systems. Provided engineering support to Kaiser Information systems department on hybrid voice solutions; cloud and premise soft switch technologies.

Accomplishments

- Upgraded voice infrastructure from legacy systems across 12 hospitals and provided a uniform dial plan and site to site TDM network for private calling
- Developed and deployed modernized PRI based solutions replacing legacy tie lines
- Implemented take-back-and-transfer functionality to reduce cost and capacity requirements for off site transfers to non-Kaiser facilities
- Designed and implemented a cross region multi-vendor network and telephony network for inter and intra state VoIP calling reducing carrier cost.

Jan 2000 - Jun 2006

Telecommunications Engineer II

Apollo Group Inc

Converged systems engineer supporting Apollo Groups adult education businesses; University of Phoenix, University of Phoenix Online, College for Financial Planning. Engineering practice lead for VoIP and network solutions supporting 26000 employees across ~250 locations and delivering educational services to 600,000 adult learners. Technical expert with on call responsibility for break fix and patch management across ADT network and voice infrastructures across all its locations.

Accomplishments

- Replaced 200+ key systems with S8300 IP gateways at ADT regional locations connecting back to a centralized call handling and contact center infrastructure based on 12 regional hubs.
- Developed scripts and automation to push firmware and software development to over 20000 VoIP endpoints
- Built an in-house automation web platform for user self-provisioning against Avaya voice systems reducing operational overhead and MACD demand
- Application develop and deliver customer Agent desktop providing screen pop and advanced telephony control to UoP Online contact center agents.

Mar 1999 - Dec 1999

Network Administrator

Allegiant Airlines

Single infrastructure support technician supporting CMS Solutions software development business and subsidiary companies; Allegiant Airlines, Allegiant Travel. Support LAN/WAN for CMS and hosted clients on multi-tenanted AS400 hosting airline management software. Support 300 desktops across 6 locations in 3 states at various airport facilities where Allegiant Airlines traveled. Supported Avaya based contact center solution for booking and reservation systems with 30 agents. Manage backups, and response to FAA request for airline manifest data.

Accomplishments

- Deployed a 6 site Frame Relay WAN supporting growth into new markets including on-site router, switch deployment
- Built routing & ACD logic on Avaya voice solutions supporting booking & reservations for Allegiants fleet of 4 DC-9

Education

2004 - 2006	Master of Information Systems, Management <i>University of Phoenix</i>
2001 - 2004	Bachelor of Science in Business Management <i>University of Phoenix</i>

Links

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