Rachel Moorehead

(704) 747-0430 | rachel.moorehead@gmail.com

EXECUTIVE IT LEADER

Experienced leader in delivering cost-effective technology initiatives in support of strategic business priorities.

PROFESSIONAL PROFILE

- Highly self-motivated & talented IT executive with research and medical system higher education experience offering over 10 years of hands-on knowledge in complex digital transformations.
- Proven track record of evaluating and applying large and small scale technology solutions to address business strategic direction while minimizing risks (financial, contractual, data integrity and security).
- Accountable project management skills with the ability to coordinate progress amongst highly skilled professionals, executive leadership, and vendor partners to assure effective communications and activities.
- Strong interpersonal, written, and verbal communicator who can deliver effective presentations, consult on technology projects, and build collaborative relationships.
- Driven service delivery and customer experience advocate in small and large (+100k) user environments, especially within IT operations and engineering areas.

AREAS OF EXPERTISE

- Business process improvement
- Department strategic planning
- IT service management
- Business continuity
- Enterprise architecture
- DevOps and agile processes
- Systems and cloud security
- Cloud deployments
- Systems integration
- Employee development
- Vendor management
- Risk management

PROFESSIONAL EXPERIENCE

Executive Director of Infrastructure & Operations, *Information Technology, University of Alabama at Birmingham*

(Feb 2017 - Present)

- Provides leadership and creates strategic partnerships in support of the university's goals through enterprise technology services.
- Directs and oversees all aspects of the virtual and physical IT infrastructure and data centers, Windows and Linux servers, and cloud services contracted for and managed through IT leveraging ITIL best practices.
- Fosters an environment of heightened security, stewardship and efficient customer service to faculty, staff and students.
- Sets the vision and strategic direction for infrastructure & operations departments; guides, directs, coaches and mentors employees to attain or exceed objectives by providing consultative advice and identifying areas of opportunity to better serve customers.
- Evaluates, monitors and manages cloud providers and integrations and assures the quick resolution of incidents that impact end-users.
- Designed and contracted the establishment of a $26.5 million IT data center and personnel space, supporting 100 workstations and a 375kW tier 2 data center facility.
- Leads over 40 positions and directly manages an operational budget of $4.7 million.

IT Support Professional Manager Sr, *Office of Information Technology, Georgia Institute of Technology*

(Oct 2013 - Feb 2017)

- Served as a Technology Architect for Software-as-a-Service and Cloud-based offerings: Email, Web Hosting, Office 365, Cloud Storage. Leveraged right-sized environments, through VMWare, Azure, and AWS, for Windows, Linux, and proprietary OS administration and service delivery.
- Provided Service Delivery and Service Management for various Institute-wide services, including 40k+ user

SharePoint Online and Skype for Business Online environments and a robust +3000 site Web Hosting environment.
- Provided Leadership to a team of full-time employees, contractors, and student workers indicating direction on strategic initiatives, goals development, and resource allocation.
- Acted as a Project Manager for large-scale implementations and upgrades, including rolling out a Dropbox cloud file storage implementation, designing a new Drupal Website Hosting service, and creating a transparent communications strategy for the Architecture & Infrastructure directorate. Developed presentations, issue papers, project plans, and campus change and communication strategies as well as manage project and service budgets.
- Liaised with various departments to improve the services that were offered and to increase service adoption and end-user satisfaction.
- Developed improved employee onboarding & departure processes with department human resources and IT auditing advocates.
- Also held Systems Support Engineer Lead role (2013 - 2015).

IT Professional Specialist*, Enterprise Information Technology Services, University of Georgia*
(June 2008 - Oct 2013)

- Provided technical planning, design, & implementation services for various university-wide systems, including a 100k+ user email environment, a secure file transfer application, and a remote assistance solution.
- Served as an IT business partner in scoping and selecting a new learning management system.
- Developed and tested new processes and scripts to customize and secure systems and support users in their goals.
- Led a diverse project team in implementing upgrades to Office 365 as a project manager and technical lead.
- Provided internal and campus-wide technical support, training, and technical documentation for Enterprise level applications: Learning Management Systems, Email Systems, Account Management Systems, Web Hosting Environment, and Online Self-Paced Training Service.
- Also held the IT Professional Associate role (2008 - 2011).

EDUCATION & CERTIFICATIONS

M.S. Information Technology *| University of Georgia, Athens, GA*
B.S. Computer Engineering *| Georgia Institute of Technology, Atlanta, GA*
Project Management Professional (PMP) *| 2017 to Present*
Educause Senior Directors Institute *| November 2019*

COMMUNITY ENGAGEMENT & PRESENTATIONS

Educause Women in IT Constituent Group *| Co-Lead (2020 - 2023)*
Educause Annual "Dropbox Education: Supercharging University Research" *| Presentation (Oct 2016)*
Educause Webinar "ELive! Webinar | CIO Women in IT: A Closer Look into Leadership and Growth" *| Live Webinar (December 2019)*
Data Center Dynamics > San Francisco "Case Study: No generator, no UPS, no problem - can innovative battery storage save the planet?" *| Presentation & Panel (Oct 2020)*
Educause Annual "Women in IT (WIT) Community Group Meeting" *| Presentation (Oct 2021)*