

CONSULTANT / IT MANAGER

Excelled in multiple senior leadership roles including Project Manager, IT Resource Manager, IT Help Desk Manager, Network Engineer, and Web Developer. Reported to the company CEO and performed IT Project and Resource Management, developed a Web Services Strategy, and implemented special projects as directed by executive management.

Key Highlights

- **Successful platform migrations (Win2000-WinXP) for multiple clients throughout the southeastern USA.**
- Client's **revenues doubled in each of the first two years** under Harrison as consulting IT Manager.
- Designed, developed, and launched a multimillion dollar ecommerce web site and cooking school class registration system that **increased client's registrations 120% and drove revenues from just thousands to over \$2 million annually.**
- **Reduced client's customer service call volume by 40%** by designing and integrating a web portal solution for a multi-national manufacturing and distribution client.
- **Increased profit margins for web hosting by over 30%** through customized and strategic web hosting services designs.
- Email migrations – clients' mail users migrated from multiple (corporate on-premises and hosted) platforms to AAI's cloud-based hosted Exchange service.
- Elevated server efficiency exponentially by implementing virtualization for datacenter and client-site server installations.
- Architected, planned, documented, implemented and managed Microsoft Networks ranging in size from small single-server LANs to multi-server virtualization models and colo/datacenter server implementations.
- Directed work and supervised system installation and technical teams of 3-8 engineers.
- Provided expert delivery and administration of MS Exchange 2003 mail servers; **migration of more than 50 hosted clients' web sites**, drove dynamic web content, produced web layout, page design, HTML, graphic design and Flash Animation; creation of more viable backup/disaster recovery capabilities.