

**Objective**

To help organizations maximize efficiency and effectiveness of Information Systems in an educational or consulting role with my experiences in IT Infrastructure.

**Experience**

12/14-Present: HarperCollins Christian Publishing (Grand Rapids, MI) - ***Technical Operations Manager***

- Grow revenue by managing the Dynamics CRM, Online Chat and Web Forms platforms and processes for sales, marketing and customer service.
- Integrate these platforms with business applications like WordPress, Shopify and email marketing.
- Increase adoption by meeting with business unit leaders to learn and document requirements, develop solutions, and train users. CRM solution component specialties: workflows, dialogs, dashboards, SSRS reports, Custom Workflow Assemblies, data cleanup.
- Lead troubleshooting efforts with CRM to determine root cause and mitigation steps.

3/13-12/14: Amway (Grand Rapids, MI) - ***Senior Business Systems Analyst***

- Manage environments for a global deployment of Microsoft Dynamics CRM. Responsible for infrastructure coordination for timely availability of reliable environments for all CRM projects.
- Lead troubleshooting efforts with CRM to determine root cause and mitigation steps.
- Lead performance strategy and testing to ensure business requirements are met at full capacity in a multi-tenant deployment.
- Documentation coordinator for CRM systems. Working with Technical Writers to explain CRM functionality and ensure setup and operational documentation is clear.

1/11-3/13: DPT (Grand Rapids, MI) - ***Senior Consultant***

- Architecting a number of projects for a infrastructure migration for a healthcare provider including SharePoint, file services, and internet filtering services.
- Provide infrastructure troubleshooting expertise to the DPT CRM practice with issues relating to Microsoft infrastructure and client applications. Integrated Dynamics CRM with SharePoint and implemented internet-facing deployments.
- Managed company's partner status with Microsoft and Salesforce.

2/09-1/11: Technology Consultant (Belmont, MI) - ***Consultant & Adjunct Instructor***

- Creating and delivering college classes on technology and office applications.
- Experience interacting professionally and personally with adult and traditional college students.
- Provided IT operations consulting for multiple customers to achieve more efficient processing of information at a reduced cost.
- Led various server consolidation and virtualization projects to reduce overhead costs while minimizing system downtime.
- Integrated, configured, and documented various applications for a healthcare provider.
- Planned and led an Active Directory, desktop security, and software update design and implementation for a financial services company.

**3/06-2/09: Microsoft - *Technical Account Manager***

- Delivered support service solutions and maintained customer relations for Fortune 100 Companies
- Provided single point of contact service, problem resolution, troubleshooting, and escalation management for all Microsoft infrastructure products
- Documented strategic service delivery plans
- Coordinated technical response for Daylight Savings Time change in 2006 for the Heartland district.
- Managed \$1.7M in service contracts
- Maintained a 30% average contract growth rate year after year
- Achieved 30% reduced reactive support
- Recipient of the GPGP Service Award and Heartland General Manager's Customer Service Award

**9/00-3/06: Meijer (Walker, MI) - *Technical Architecture Manager***

- Managed a team of systems engineers responsible for the design of clients and servers using Microsoft Windows and Citrix MetaFrame
- Technical Lead and Project Manager for 78,000 user migration from Novell to Microsoft infrastructure
- Budget management for a \$4.5M project
- Consolidated 70+ servers into a single farm, reclaiming 2500+ connect licenses and administration down to 1 FTE for both architecture and farm support
- Integrated an enterprise time management application with a licensing budget of \$2.2M

**9/98-9/00: Trivalent (Grandville, MI) - *Senior Systems Engineer***

- Coordinated the Y2K Information Systems Project for a large pharmaceutical company
- Assembled a staff of 13 or more IS professionals
- Assessed and remediated 350+ PC's and PC-based servers
- Project completed on time and under budget utilizing 250 shrink-wrapped applications and 3000 custom x-base applications
- Deployed to Lotus Notes to 1000 users in 13 states from a central location

**1/96-8/98: Cornerstone University (Grand Rapids, MI) - *PC Systems Manager***

- Designed and implemented PC network services in an environment with no existing network
- Created data security by separating network traffic for students and faculty

**94-96: Albion College (Albion, MI) - *User Services Coordinator***

- Supervised multiple computer labs and providing training on Windows and Macintosh

**93-94: Compro Computers (Battle Creek, MI) - *PC Technician***

- Performed PC assembly, repair and troubleshooting in a lab and customer locations

**91-93: Hall Mark Computers (Dallas, TX) - *PC Technician***

- Assembled PC's to customer specifications

**Robert A. Gallini**

**Education**

1995 - Bachelor of Arts-Spring Arbor University, Spring Arbor, Michigan

**Professional Presentations**

2014 - Grand Rapids CRM UG – Dynamically Creating Sales Upsell/Cross Sell Opportunities

2005 - Citrix iForum - “Deploying web-based applications”

2004 - StorageDecisions - “How to determine the right NAS solution”

2003 - Citrix iForum - “Enabling access to information anywhere”

**Certifications**

MCP ID: 1420101

2015 - Microsoft Specialist: Microsoft Dynamics CRM 2015

2011 - Microsoft Certified Technology Specialist (MCTS): Microsoft Dynamics CRM 2011

2002 - Citrix Certified Enterprise Administrator

2001 - Citrix Certified Administrator , MetaFrame XP

1999 - Citrix Certified Administrator, MetaFrame 1.8

1999 - Microsoft Certified Systems Engineer (MCSE), NT 4

1984 - Naval Nuclear Power School Certification

**Enrichment**

2015-2017: Chairman, Grand Rapids CRM User Group

1990-1993: Missionary with Global Missions Fellowship

1983-1989: US Navy Nuclear Mechanical Operator (MM1/E-6)

*References Available Upon Request*