

# Rachel Moorehead

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## EXECUTIVE IT LEADER

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

## PROFESSIONAL PROFILE

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- 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 (>\$2mil) and small (<\$50k) scale technology solutions to address business strategic direction while minimizing risks (financial, contractual, data integrity and security).
- Outstanding 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 maintain 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

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- 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

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

*(Feb 2017 - Present)*

- Provides leadership and direction in support of the university's strategic 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.
- Coordinates a budget of \$ 4.2 million in expenses and \$4.6 million in revenue and supports 40+ employees.
- Designed and contracted the establishment of a \$26.5 million IT data center and personnel space.

***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 implementation, designing a new Drupal 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 customers 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 IT Professional Associate role (2008 - 2011).

## **EDUCATION & CERTIFICATIONS**

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***M.S. Information Technology*** | *University of Georgia, Athens, GA*

***B.S. Computer Engineering*** | *Georgia Institute of Technology, Atlanta, GA*

***Project Management Professional (PMP)*** | *Since 2017*