

# Greg Froh

## Profile

IT professional experienced in managing technical teams. Strong systems design, development, and administration skills. Service-oriented, approachable, level-headed. Able to document complex concepts in plain English and via industry-standard tools.

## Professional Experience

### **Manager, Information Technology - ACD Systems**

Image management software, Victoria, BC, 2005 - present

#### Responsibilities

- Oversee all aspects of the Information Technology department, including management of personnel, budget, and computer systems across multiple offices of global company.
- Manage \$1M+ capital and operational budget, including procurement, development, and integration of information systems (LAN/WAN, Web sites, B2B, ERP, HRIS, etc.)

#### Accomplishments

- Simplified and stabilized IT infrastructure by eliminating complex processes and reducing number of interfaces between systems.
- Introduced "soft launch" model for deployment of production systems.
- Promoted purchase of scalable, off-the-shelf components rather than development of custom applications.
- Implemented redundancy at critical points of failure, decreasing frequency and duration of systems outages.
- Consolidated and rationalized processes and tools through cross-training, virtualization, etc.
- Ensured that business users had the tools to do their jobs.
- Improved service levels while decreasing costs.

#### Technologies used

- Microsoft Active Directory
- Microsoft Exchange
- Microsoft SQL Server
- Microsoft SharePoint
- C#, ASP.NET
- Red Hat Enterprise Linux
- Cisco PIX and routers

### **Manager, E-Business - Navigata Communications**

Telecommunications company, Victoria, BC, 2002 - 2005

#### Responsibilities

- Managed all elements of revenue-generating E-Business unit, including staffing, budget, sales targets, and project workflow.
- Researched and specified market requirements for Web-based products.

- Created proposals and sales materials, conducted needs analysis with clients.

#### Accomplishments

- Simplified workflow, consolidated task management and billing systems.
- Introduced best practices for software development (code generation, documentation, OOP, etc.)
- Increased monthly billing by streamlining development of Web applications and incorporating open-source tools.

#### Technologies used

- Linux (Red Hat, Gentoo)
- Apache
- MySQL
- PHP, Perl, C

#### **Software Development Manager - Acro Media Inc.**

Web design firm, Kelowna/Vancouver, BC, 1999 - 2002

#### Responsibilities

- Designed and developed Web-based, object oriented software applications.
- Conducted needs requirements meetings with major corporate clients in varied industries.

#### Accomplishments

- Responsible for architecture and development of early versions of company's flagship products (e-commerce catalog, discussion board, mailing list).
- Opened Vancouver office.

#### Technologies used

- Solaris
- Red Hat Linux
- Apache
- mSQL
- C++, Perl

#### **Technical Lead - Manndall Logic Group**

Home automation distributor, Montreal, QC, 1998 - 1999

#### Accomplishments

- Created and conducted training courses for system installers.
- Created company Web site and online store.

#### **Technical Writer - Teleliaison**

Telecommunications company, Montreal, QC, 1996 - 1998

#### Accomplishments

- Wrote user guides and marketing materials, including brochures and magazine advertisements.

- Created company Web site and secure extranet.

## **Education**

Microsoft Certified Professional (MCP)

Programming with Java - University of Victoria, Victoria, BC

E-business Insights - MindRise, Victoria, BC

Mass Communications for PR - McGill University, Montreal, QC

BA, English (Honours) - McGill University, Montreal, QC

References available upon request.