

TROY L. HOLLAND

Milner, GA • 770-468-8949 • tholland@tholland.com • www.linkedin.com/in/troyhollandit/

INFORMATION TECHNOLOGY MANAGER

Accomplished IT Leader with a proven track record of driving efficiency, reducing costs, and enabling business growth through strategic technology initiatives. Expertise in network consolidation, server virtualization, and global systems deployment. Skilled in building high-performing teams, streamlining operations, and leading complex projects across international environments.

PROFESSIONAL EXPERIENCE

CONTINENTAL TIRE, Aldora, GA

2023 – Current

Local IT Manager

Managed all local IT resources in a manufacturing environment. Focused on modernization and alignment with global Continental standards. Supported all networking hardware, servers, virtual machines, backup and restore.

- Completed Cisco Wi-Fi project, C9800 HA pair, 9160 AP, and ISE authentication.
- Modernized inventory and cycle count with new Zebra MC93 scanners via Mobi or Soti control.
- Completed LAN separation project. Multiple VLANs and firewall segmentation between all LANs and VLANs.

ALLIED BUSINESS SYSTEMS, LLC, Macon, GA

2021 – 2023

Quality Analyst

Perform rigorous testing of ABS software products. Ensuring applications, API's, custom software, forms printing, and SQL scripts perform as expected with client data. Utilizing custom tools, Test Complete, and testing environments. Created or updated documentation for internal use and customers.

- Worked with development, project managers, and database teams to meet customer needs and schedules.
- Performed testing with multiple vendors for on-line payment systems, credit inquiries, and text messaging.
- Built multiple virtual environments to test API's with vendors such as Equifax and TransUnion.

GRANADE TECHNOLOGY SOLUTIONS, Opelika, AL

2020 – 2021

Systems Administration

Provided technological solutions and support for clients across 3 states. Enabled remote work capabilities during COVID-19 through tailored home office solutions, Local and cloud backup with VEEAM.

- Computer and server updates via Kaseya VSA.
- Deployed new Hyper-V cluster and Nimble SAN, refreshing internal infrastructure at Atlanta colo.
- Created processes for client reviews and employee onboarding.
- Install and manage MS 365 Business for customers. Setup and configure security, Geo fencing.

RICOH USA, Macon, GA

2018 – 2020

Manager, Systems Administration Infrastructure

Managed 2nd and 3rd shift operations for Ricoh's primary datacenter in the Americas. Responsible for all after-hours operations, activities, monitoring, and problem escalation. Managed 9 direct reports and 9 offshore employees.

- Responsible for full employee lifecycle, interview, hire, scheduling, evaluations, training, and terminations.
- Provide reporting, presentations and KPI's to senior management as required.
- Improved team morale by securing the first promotion from Operations in 10 years.

TOMCO² SYSTEMS, Loganville, GA

2015 – 2018

IT Manager

Provided leadership and technical expertise for IT department while rebuilding the team and improving systems availability. Restored accountability and interdepartmental communications. Eliminated underperforming services and renegotiated contracts, improving cost-efficiency. Managed 4 direct reports.

- Completed audit of department procedures, personnel, hardware, software, and related systems.
- Modernized virtual infrastructure, replacing, or updating legacy network, servers, and storage.
- Revamped backup and disaster recovery using site to site replication and cloud-based backup.

LOGISTICARE SOLUTIONS, Atlanta, GA 2012 – 2015

IT Technical Manager

Oversee IT infrastructure projects and support activities, including call center build outs and upgrades, system deployments, disaster recovery, data centers, and more, for this \$1.2B transportation company. Hire, train, and supervise staff of 6.

- Planned and led the build and/or upgrade of 23 call centers to keep pace with rapid growth.
- Reduced costs by migrating several server farms to a virtual environment.
- Enabled greater efficiency by implementing Citrix XenApp farm, DMZ domain controller, Solarwinds, Alfresco document control, email archive, enterprise fax system, and more.

NICHIHA USA, Norcross & Macon, GA

2007 – 2011

IT Manager

Managed all IT, network, and telecom operations for this Japanese manufacturer and importer of fiber cement building products. Hired and supervised staff. Administered project budgets. Directed support functions. Evaluated new technologies. Identified areas for improving workflow. Salesforce administration.

- Enhanced reliability by building a co-location facility and migrating key services to it.
- Saved \$175,000 over proposed plan by identifying and deploying UPC and barcode labeling solution.
- Researched and implemented EDI with Lowes.810, 812, 814, 850, 856.

SCENTRIC, Alpharetta, GA

2006 – 2007

Senior Network Administrator

Led network and IT functions for this startup venture capital company. Administered project budgets. Supported servers, backup systems, PCs, laptops, SAN, LAN/WAN, data center, and more.

- Reduced data center cooling costs and eliminated cooling-related outages by deploying new A/C.
- Enhanced productivity by creating and implementing email archives and backup solutions.
- Introduced standardized procedures and created all formal technical documentation.
- Achieved increases in productivity by installing VPN and security solutions for remote workers.

EDUCATION & TRAINING

Certifications:

- Microsoft Certified Systems Engineer (MCSE)
- Cisco Certified Network Associate (CCNA)
- CompTIA Security+

Military Training:

- Primary Leadership Development Course (PLDC), US ARMY
- Forward Area Alerting Radar Operator (FAAR) 16J-10, U.S. ARMY
- Ground Surveillance Radar Repair 39C-10, Georgia National Guard
- Firefinder Radar Repair 39CX5-20, Georgia National Guard

SKILLS

VMware, Hyper-V, Citrix, SolarWinds, VEEAM, Active Directory, Networking, Windows, LINUX, Firewalls, Telephony, SAN, NAS, WiFi, ITIL, Ticketing systems, ERP, WMS, EDI, Office 365, and more.