

Terry A. Blaylock

459 Pinedale Rd.

Huntsville, Texas 77320

(936) 435-1507

terry.blaylock@shsu.edu

Experience

ASSOCIATE VICE PRESIDENT, CLIENT SERVICES. July 2016 - present.

Sam Houston State University - IT Division. Huntsville, Texas.

- Provides leadership, vision, and strategic planning for the implementation of and improvements to university IT Client Services (CS) functions.
- Collaborates with the Vice President for Information Technology's office in the development of the Information Technology Services Strategic and Operational Excellence Plans.
- Assists the Vice President for Information Technology with leading the development of public relations and branding programs for the IT division.
- Maintains familiarity with regulatory, governmental, university system, and campus guidelines to ensure compliance delivery by the CS department.
- Responsible for CS departmental budget planning, justification, documentation, and control.
- Organizes, plans, and evaluates personnel, work assignments, supervision, training, and technical direction of work. Performs other related duties as assigned.

DIRECTOR, USER SERVICES. January 2013 – July 2016.

ASSOCIATE DIRECTOR, User Services. April 2009 – December 2012.

MANAGER, IT (User Services). January 2000 – April 2009.

INFORMATION SYSTEMS TRAINER. August 1999 – December 1999.

Bracewell & Giuliani LLP, Houston, Texas.

- Manage all aspects of firm user services and support, including direct supervision of the User Services Manager, Training Manager, Application Support Manager, IT trainers, service desk personnel, desktop/workstation support personnel, BlackBerry administrators and night staff personnel, a total of 30 staffers.
- Developed, implemented and supervised training programs for attorneys and administrative staff, firm-wide.
- Scheduled and managed training and support for conversions and upgrades/rollouts including: WordPerfect 8 to Word 2000, GroupWise to Outlook/Office 2000 to Office 2003, Windows NT to Windows XP Professional, and Windows XP Professional to Windows 7/Office 2010.
- Provided support and training for new office initiatives in San Antonio, New York, Connecticut, and Seattle, including image testing, equipment setup, training of Attorneys and administrative staff, and data conversion.
- Manage all aspects of the BlackBerry Enterprise Servers and devices including the purchase, deployment and support, and cost analysis for 800+ BlackBerry Smartphone devices and wireless air cards.
- Served as backup and liaison for CIO as needed and on special projects.
- Member of Disaster Recovery/Business Continuity team.

TRAINING COORDINATOR/COUNSELOR. October 1994 - August 1999.

Sam Houston State University Small Business Development Center. Huntsville, Texas.

- Coordinated, marketed and managed logistics of all events, training seminars and workshops for the Small Business Development Center (SBDC).
- Completed and submitted all training and budget reports in accordance with requirements.
- Recruited and evaluated seminar instructors and session materials.
- Revised training sessions and topics to suit client needs.
- Provided computer support for Clients of the SBDC both on-site and remotely via telephone.
- Coordinated with other agencies to provide co-sponsored training and presentations.
- Developed and presented educational seminars on various subjects including: Windows 95/NT 4.0, Microsoft Office 97 Suite Applications (Word, Excel, Access), Using the Internet, WordPerfect 6.1 - 8.0, and Purchasing a PC, and Business Start-up.

REAL ESTATE INSPECTOR. August 1991 - October 1994.

Precise Home Inspection Associates, Inc. Huntsville, Texas.

- Performed property condition, relocation, HUD/HQS, bank draw and warranty inspections for clients in Walker, Montgomery, Trinity, Houston, Polk, Brazos and Tyler counties.

COORDINATOR-COMMUNITY DEVELOPMENT. October 1992 - July 1993.

Huntsville-Walker County Chamber of Commerce. Huntsville, Texas.

- Managed and coordinated participation in several key community and chamber events including: Walker County Partners in Education, Huntsville Leadership Institute, Spend Within Campaign, 1993 Chamber Membership Drive, various training seminars and represented the chamber at events.

Education

Master of Business Administration/MIS Emphasis, 12 hours completed of the 36-hour program. Sam Houston State University, Huntsville, Texas.

Bachelor of Business Administration in General Business, 1990. Sam Houston State University, Huntsville, Texas.