

# TERRANCE B. HARRIS JR.

## SUMMARY

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Accomplished and innovative leader with nearly 20 years of proven management experience, and over 18 years of IT experience focusing on data and telecommunications design, project management, and communication systems engineering. Major strengths include strong leadership skills, excellent work ethic, and the ability to execute at the highest level.

## CORE COMPETENCIES

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Strategic and Operational Planning | Network Infrastructure Design | Budget Planning  
Staff Training, Mentoring, & Development | Customer Service and Support  
Policy & Procedure Development | Project Management | Procurement

## PROFESSIONAL EXPERIENCE

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**2015 – Present**                      **Sam Houston State University**                      **Huntsville, TX**

*Associate Vice President – Infrastructure and Support Services*

Lead the Infrastructure and Support Services (ISS) department, responsible for oversight, development and management of campus-wide server administration, networks, data center operations, and managed applications.

**2014 – 2015**                      **Carrington College**                      **Reno, NV**

*Executive Director*

Responsible for the day-to-day management of all campus operations, including the control, utilization and conservation of its physical assets; the recruitment, training and direction of staff; leadership in all areas of management, and oversight of all local administrative and academic functions. Ultimately responsible for delivering successful student and financial outcomes in support of a \$6M+ annual budget.

**2013 – 2014**                      **Everest University**                      **Orlando, FL**

*Campus President*

Chief on-site administrator responsible for the overall management of campus operations, financial management, employee hiring and training as well as implementation of policies and procedures to ensure that the strategic mission of the campus is being met. Ultimate P&L responsibility for a \$10M+ annual budget ensuring that institutional operations promote fiscal stability and profitability.

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**1998 – 2013**

**Prospect Education**

**Reno, NV**

*Chief Information Officer (2011 – 2013) – Prospect Education*

Responsible for implementing business plans and initiatives supporting the company's technology resources and the execution of its strategic technology plan. Managed a \$4M annual budget, and a technology staff of 20 professionals throughout the organization's eleven locations in support of over 4,200 students.

- Engineered and implemented a \$2M campus and data center infrastructure upgrade
- Commissioned and chaired the corporate technology steering committee
- Managed the merger of the company's ERP system (CampusVue) reducing support costs
- Developed the company's strategic and operational Information Technology plans
- VMWare, Citrix XenApp, Dell Compellent SAN, Cisco hardware, HP servers, F5 traffic load balancers, ShoreTel VoIP, Aruba wireless, Sonicwall firewalls, and Microsoft Windows Server

*Campus President (2006 – 2011) – Charter College – Anchorage*

Provided executive leadership and overall direction for the organization's Anchorage campus. Responsible for meeting growth and profitability goals through the proper management of the campus to include admissions, financial aid, student services, graduate placement and compliance. Developed the objectives, goals, and budgets, and ensured all were met.

- Achieved compound annual growth rate for student population of 18%
- Increased revenue from \$6M to \$16 M
- Opened the company's first branch campus in Wasilla, AK, on time and under budget
- Added three baccalaureate, two associate, and two certificate programs increasing revenues

*Director of Information Technology (1999 – 2006) – Charter College - Anchorage*

Managed the operations and maintenance of the institution's data, voice and security networks. Budgeted and forecasted future resource allocations based upon organizational goals. Provided technology-based recommendations for business development. Supervised a staff of five information technology support professionals.

- Designed, budgeted and implemented an end-to-end network infrastructure upgrade
- Served on the technology curriculum development committee
- Managed the integration of the organization's Student Information System
- Designed and implemented a campus-wide document digitization initiative

*Computer Science Instructor (1998 – 2006) (part-time, concurrent role) – Charter College - Anchorage*

Taught students on various Information Technology topics including official Microsoft, Cisco and Novell courses. Instructed students on current industry trends and offerings in order to help them enhance their computer skills and improve their professional knowledge. Fostered the desire to excel through educational pursuits and continual self-improvement.

- Cisco Certified Academy Instructor
- Microsoft Certified Trainer
- Certified Technical Trainer

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**2002 – 2006                      Army National Guard                      Anchorage, AK**

*Signal Support Officer – Platoon Leader (part-time, concurrent role)*

Responsible for the management of twenty soldiers supporting the installation, maintenance and troubleshooting of battlefield computer and communications systems and terminal devices.

- Managed a \$2M annual budget
- Earned the Army Achievement Medal for automating headquarters staff functions

**1997 – 1999                      Worldnet Communications, Inc.                      Anchorage, AK**

*Information Technology Supervisor*

Implemented, operated and maintained the internal communications networks including telephone, computer, database, and security systems. Managed the budgeting and long-range planning of information systems. Supervised a staff consisting of one network administrator and one network technician.

- Managed a \$2M annual budget
- Provided auxiliary support for SONET technicians

**1996 – 1999                      Air National Guard                      Anchorage, AK**

*Satellite Communications/Ground Radio Maintenance Journeyman (part-time, concurrent role)*

Operated and maintained mobile combat communications packages, including line-of-site and satellite systems, designed to extend the communications capabilities of the Alaska Air National Guard and supported contingencies.

**1990 – 1996                      United States Air Force                      Elmendorf AFB, AK**

*Satellite/Wideband Communications Journeyman*

Responsible for the operations and maintenance of the AN/FSC-78 satellite communications heavy earth terminal and associated equipment, providing digital and voice connectivity to Alaska.

- Earned the Air Force Achievement Medal by reducing unused spares inventory by 20%
- Trained in electronic countermeasures

## **EDUCATION**

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**1997                      Embry-Riddle Aeronautical University**

*Master of Aeronautical Science – Management Specialization*

**1994                      Embry-Riddle Aeronautical University**

*Bachelor of Science in Professional Aeronautics – Management Emphasis*

**1995                      Community College of the Air Force**

*Associate of Applied Science - Electronic Systems Technology*

## PROFESSIONAL TRAINING

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Executive Leadership for Information Technology Excellence (ELITE)  
ITIL Foundation  
ITIL Continual Service Improvement  
Career College Association Leadership Institute  
Signal Officer Basic Course (United States Army)  
Officer Candidate School (Army National Guard)  
Cisco Internetwork Troubleshooting  
Building Cisco Remote Access Networks  
Building Cisco Multilayer Switched Networks  
Building Scalable Cisco Networks  
Designing Windows 2000 Migration Strategy  
Designing Windows 2000 Network Services  
Designing Windows 2000 Directory Services  
NDS Design and Implementation  
Novell Service and Support  
Netware 5 Advanced Administration  
Netware 5 Administration  
Interconnecting Cisco Network Devices  
Windows NT 4.0 Administration  
Synchronous Optical Network Fundamentals (SONET)  
Airman Leadership School  
Satellite Communication Principles

## INDUSTRY CERTIFICATIONS

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Certified Internet Webmaster – Master Designer  
Certified Internet Webmaster - Certified Instructor  
Certified Novell Engineer: NetWare 5/6  
Certified Novell Instructor  
Certified Technical Trainer+  
Cisco Certified Academy Instructor  
Cisco Certified Network Professional (CCNP)  
Cisco Certified Design Professional (CCDP)  
CompTIA A+  
CompTIA i-Net+  
ITIL Foundation Certificate in IT Service Management  
Microsoft Certified Systems Engineer: Windows NT4/2000/2003 (MCSE)  
Microsoft Certified Trainer  
Microsoft Office Specialist Master: Office XP  
Novell Academic Instructor

## PROFESSIONAL REFERENCES

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Milton Kabia	Amanda Bockman	Andy Christensen
Personal/Professional	Personal/Professional	Personal/Professional
Information Security	Director of Policy	IT Operations Manager
ANTHC	Delta Education	Prospect Education
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