

Michael Joseph Thom

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About

I am an IT and operations professional with a management and leadership mindset.

My background is nontraditional, but my experiences give me useful perspectives from which to view and address issues and projects. Troubleshooting problems, creating workflows, and increasing company efficiencies are all right up my alley. At the end of the day, I am out to add value to my company in any way that I can, whether that means fixing someone's computer, delivering on a customer promise, or helping plan the next 10 years of success.

Skills/Abilities

Leadership

- Highly self-motivated, accountable, self-directed, and attentive to detail
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Aptitude for learning new content areas and quickly being able to contribute meaningfully
- Confidence intermediating between conflicting parties
- Comfort taking and providing both criticism and compliments
- Highly effective written and verbal communication skills
- Ability to present ideas in business-friendly and user-friendly language

Technical Skills

- Knowledge of networking and PC operating systems, hardware, protocols, and standards
- Experience with coding/scripting languages, databases, and development environments
- Background in email, inbound, and digital marketing principles and tactics

Project Management

- Overseeing selection, implementation, and maintenance of software solutions for time tracking, project planning/management, and sales/customer relationships
- Developing long term relationships with both vendors and peers to gain trust and learn the best vectors for progress and development of individuals and business
- Managing various hardware and software purchase, implementation, and training projects
- Serving clients directly in services and consulting organizations, as an individual contributor, as a project manager, and in a project management oversight role

Software/Product Management

- Experience with modern development practices and methodologies
 - 5+ years' experience with daily standup/pseudo-Scrum product team management
 - Managing product vision, strategy, and roadmap as well as sprint backlog and prioritization
 - Serving as liaison between users and product team, interpreting user needs, wants, and issues and generating well-scoped backlog items
 - Product Management nanodegree through Udacity
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Current Work Experience

Director, Operational Excellence

DKP, Zionsville, IN

2023-present

- Designing and implementing workflows and processes to enhance company performance and overall value, while enhancing team cooperation and empowering colleagues
 - Serving as strategic partner to Executive Leadership, providing insights and recommendations to inform decision making and strategic initiatives
 - Leading client projects, managing expectations, and over-delivering on promises
 - Product management for new webapp, taking it from vision to revenue-supporting reality, including owning roadmap and backlog and interacting daily with engineering team
 - Ongoing oversight and management of current and potential vendors, with a focus on information technology, infrastructure, and facilities
 - Serving as Chairperson of ESOP Communication Committee, with a focus on ownership culture, financial literacy, and continual improvement
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Previous Work Experience	Director, Corporate Project Management	2015-2023
	DK Pierce, Zionsville, IN	
	<ul style="list-style-type: none"> • Oversight of company's project management efforts (mechanisms, processes, tools) • Hands-on project management for some client projects and many internal projects • Management and coordination of entire new building process (site selection, negotiation, design, construction, relocation, maintenance, communication) • Management of external development resources for ongoing bespoke webapp improvement, and vetting/selection of new partners for new development projects • Ongoing oversight and management of current and potential vendors, with a focus on information technology, infrastructure, and facilities 	
	Director, Information Services	2013-2015
	DK Pierce & Associates, Zionsville, IN	
	<ul style="list-style-type: none"> • Managed various projects, both technical and in support of customer needs • Managed external development resources for ongoing legacy webapp improvement • Oversight and management of current and potential vendors • Provided hands-on and remote Tier 1 desktop and network support for internal users 	
	IT Operations Administrator	2012-2013
	Slingshot SEO/digitalrelevance, Indianapolis, IN	
	<ul style="list-style-type: none"> • Oversaw many transitions in employees, technology, and vendors • Managed numerous vendor relationships and vetted potential vendors • Planned, executed, and supervised complete several systems overhauls • Forecast and maintained a monthly budget and worked closely with Accounting • Attended to any facilities/maintenance-related needs, either directly or via a vendor • Transitioned to fully internal IT ticketing and help desk support 	
	Social Media Networker	2010-2012
	Slingshot SEO, Indianapolis, IN	
	<ul style="list-style-type: none"> • Established authority and credibility in online forums and blog environments • Assisted clients in achieving success through higher SERP rankings • Became thought leader on SEO best practices and industry trends and evolution 	
	Deployment Consultant	2009-2010
	ExactTarget, Indianapolis, IN	
	<ul style="list-style-type: none"> • Built emails and manipulated data (HTML, CSS, SQL, and a proprietary language) • Created efficient solutions to client needs and consulted on email and data best practices • Interacted daily with enterprise clients such as Nike and Ally Bank • Performed campaign-specific quality assurance testing • Wrote and compiled documentation for our processes, performed quality assurance testing • Blogged about design and code best practices and nuances 	

Education	Bachelor of Arts, Music Education	2004-2008
	Ball State University, Muncie, IN	
	<ul style="list-style-type: none"> • Major: Music Education, K-12 Instrumental/General • 3.8 GPA, graduated <i>magna cum laude</i> 	

Personality Typing	DiSC:	CliftonStrengths Top 5 Themes:
	<ul style="list-style-type: none"> • D & C (23 & 22) 	<ul style="list-style-type: none"> • Analytical • Learner • Discipline • Achiever • Developer
	Enneagram: <ul style="list-style-type: none"> • 3w4 Myers-Briggs: <ul style="list-style-type: none"> • ISTJ 	