

Michael Joseph Thom

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Experience

Project Management

- Oversaw selection, implementation, and maintenance of software solutions for time tracking, project planning/management, and sales/customer relationships
- Developed long term relationships with both vendors and peers to gain trust and learn the best vectors for progress and development of individuals and business
- Managed various hardware and software purchase, implementation, and training projects
- Worked in client-facing roles in services organizations, as an individual contributor, as a project manager, and in a project management oversight role

Information Technology

- Built custom computers, installed and managed operating systems – Mac OS and Windows
 - Overhauled and managed network infrastructures and phone systems
 - Designed and maintained websites and managed development and other on-premises and cloud servers
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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
 - Working knowledge of modern development practices and methodologies
 - Background in email marketing and inbound marketing principles
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Education

Bachelor of Arts, Music Education

2004-2008

Ball State University, Muncie, IN

- Major: Music Education, K-12 Instrumental/General
 - 3.8 GPA, graduated *magna cum laude*
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Current Work Experience

Director, Corporate Project Management

DK Pierce & Associates, Zionsville, IN

2015-present

- 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, especially with regards to information technology, infrastructure, and facilities
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Previous Work Experience**Director, Information Services**

DK Pierce & Associates, Zionsville, IN

2013-2015

- Managed various projects, both technical and in support of customer needs
- Internal and external customer management
- Corporate planning
- Managed external development resources for ongoing bespoke webapp improvement
- Oversight and management of current and potential vendors
- Hands-on Tier 1 desktop and network support for internal users

IT Operations Administrator

Slingshot SEO/digitalrelevance, Indianapolis, IN

2012-2013

- Oversaw many transitions in employees, technology, and vendors
- Managed numerous vendor relationships and vetted potential vendors
- Planned, executed, and supervised complete network infrastructure overhaul
- Planned, executed, and supervised complete phone system overhaul
- 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
- Contributed to company's success by offering help wherever it was needed

Social Media Networker

Slingshot SEO, Indianapolis, IN

2010-2012

- Established authority and credibility in online forums and blog environments
- Wrote highly targeted, relevant comments and posts
- Assisted clients in achieving success through higher SERP rankings
- Became thought leader on SEO best practices and industry trends and evolution
- Blogged about search industry and related technology
- Contributed to company's success by offering cross-functional assistance as requested

Deployment Consultant

ExactTarget, Indianapolis, IN

2009-2010

- Built emails in HTML, CSS, JavaScript, and ET's proprietary language
- Managed/manipulated data and queries in MS SQL Studio
- Created efficient solutions to client needs
- Consulted with clients 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
- Blogged about design and code best practices and nuances

Personality Typing**DiSC types:**

- D & C (23 & 22)

Enneagram:

- 3w4

Myers-Briggs:

- ISTJ

StrengthsFinder:

- Analytical
- Learner
- Discipline
- Achiever
- Developer