JOHN-PAUL REED

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CIO | SENIOR IT LEADER | INFRASTRUCTURE & SECURITY ARCHITECT | CRISIS MANAGEMENT

Versatile and strategic Senior IT Leader with a proven track record of directing technology operations, strategy, and security across diverse, high-stakes sectors including finance, education, and managed IT services. Adept at building and leading high-performing teams, driving significant cost reductions and revenue growth, and architecting resilient, enterprise-level infrastructure. An expert in incident management, disaster recovery, and aligning technology with overarching business goals to ensure operational excellence and security.

KEY ACHIEVEMENTS

- Drove a 10% reduction in overall expenses within 90 days while simultaneously increasing sales by 15% as CTO.
- Provided expert pre-sales engineering, contributing to a 75% closing ratio and a 10% revenue increase.
- Led a high-stakes banking Incident Response Team, mitigating security threats and minimizing downtime.
- Managed technology for major construction projects and oversaw a $1M+ inventory with a full lifecycle budget.
- Transformed a campus network into a highly secure, redundant, enterprise-level infrastructure.
- Built new helpdesk, engineering, and sales processes that raised efficiency and grew revenue 10%.
- Direct and maintain client regulatory compliance across CMMC, NIST, HIPAA, and PCI-DSS frameworks.
- Act as a trusted C-level technology advisor for multiple organizations simultaneously, providing both strategic oversight and hands-on technical leadership.

PROFESSIONAL EXPERIENCE

ONE SOURCE DATACOM | San Antonio, TX

Chief Executive Officer 2007 – Present

Lead a managed IT services company, directing daily operations across the Network Operations Center (NOC), field service, helpdesk, and incident response consulting for diverse clients.

- Oversee daily NOC operations, monitoring client servers, networks, and cloud environments.
- Manage helpdesk and field service delivery, from ticket priorities to on-site dispatch.
- Lead incident response consulting, guiding clients through containment, recovery, and hardening.
- Set company strategy and service standards and manage client and vendor relationships.

TWE TECHNOLOGIES

Chief Information Officer 2024 - 2026

Directed corporate and client technology strategy, governance, and cybersecurity, driving innovation, compliance, and operational excellence across managed services portfolios.

- Developed and executed IT strategy, led digital transformation initiatives, and oversaw client technology roadmaps for scalability, security, and cost-effectiveness.
- Managed cybersecurity strategy and risk assessments, and maintained regulatory compliance for clients (CMMC, NIST, HIPAA, PCI-DSS).
- Built, mentored, and led high-performing technical teams while managing IT budgets, controlling costs, and supporting sales with solution design.
- Acted as executive sponsor for key accounts, led Quarterly Business Reviews (QBRs), and identified new service offerings to drive revenue opportunities.

HERRING BANCORP | Amarillo, TX

IT Operations Manager / IT Incident Response Team Lead 2023 – 2024

Oversaw multi-branch banking IT operations and led critical incident response efforts, safeguarding sensitive financial systems while minimizing downtime and risk exposure.

- Directed daily IT operations, including data centers, cloud infrastructure (Azure/O365), helpdesk, and engineering staff for a multi-branch bank.
- Served as the Incident Response Team Leader, evaluating, documenting, and responding to security and production-related incidents to mitigate threats.
- Managed Disaster Recovery and Business Continuity operations to ensure the resilience of critical banking systems.
- Provided Tier 3 escalation support for complex technical issues and served as the primary VoIP Engineer.

TW ENTERPRISES | San Antonio, TX

Chief Technology Officer 2019 – 2022

Directed company-wide technology strategy and operations, driving revenue growth, operational efficiency, and profitability through strategic product innovation and process optimization.

- Provided effective P&L leadership, driving a 10% reduction in expenses within 90 days and increasing company sales by 15% by launching a new product line.
- Collaborated with the CEO to define technology strategy, ensuring best-in-class product and service delivery for managed IT services customers.
- As lead pre-sales engineer, designed client solutions that helped sales achieve a 75% closing ratio.

TEXAS MILITARY INSTITUTE / TMI - EPISCOPAL | San Antonio, TX

Director of Technology 2004 – 2019

Led all institutional technology operations, transforming campus infrastructure into a secure, redundant, enterprise-class environment that supported both academic and safety objectives.

- Developed and executed the overall technology vision for the institution, managing all IT operations, including budgeting, purchasing, and a $1M+ inventory.
- Spearheaded the complete transformation of the campus network and infrastructure to a highly secure, redundant, enterprise-level environment with virtualized servers.

- Managed all campus safety and security systems, including fire alarms, access control (Ccure9000), video surveillance (VideoEdge), and emergency communications.
- Served as a key member of the Emergency Response Team, collaborating with Risk Management and Facilities to ensure life safety during critical incidents.

PREVIOUS KEY CONTRACT & CONSULTING ENGAGEMENTS

PEREGRIN SERVICES CORPORATION
Sr. Systems Engineer
Led enterprise IT system administration across Azure AD, O365, Intune, SharePoint, and IaaS environments, ensuring secure, compliant, and high-performance operations.

- Administered and monitored core IT enterprise systems, managed access governance, and owned remediation tasks from vulnerability scans (AlertLogic).
- Automated regular reports on system performance and security for management and compliance auditors.
- Managed employee technology lifecycle, from onboarding and hardware procurement to offboarding and asset reacquisition.

COMPUTING SOLUTIONS LOS ANGELES
Sr. Systems Engineer
Provided Tier 3 escalation and Hyper-V cluster performance management, resolving high-priority incidents to maintain service stability and client satisfaction.

QTS GLOBAL | San Antonio, TX
Cloud Systems Architect
Led the architecture and deployment of enterprise-grade cloud solutions, ensuring scalable, secure, and high-performance systems that align with business objectives.

PRIME LAB (BLOCKCHAIN)
Information Systems Manager / Jira Master, SRE Team Lead (Contract)

- Led Site Reliability Engineering (SRE) team to ensure the stability, performance, and availability of a high-stakes blockchain platform.
- Administered Jira for engineering, optimizing workflows and project tracking to improve velocity.

VELONEX TECHNOLOGIES | San Antonio, TX
VoIP Engineer

- Engineered, deployed, and maintained Asterisk-based VoIP solutions for a diverse portfolio of business clients.
- Troubleshot complex network and communication issues to ensure high-quality voice services and minimal downtime.

VERMONT CONNECTIONS | St. Albans, VT
Consultant & Tier 3 Escalations Engineer

- Provided expert-level Tier 3 support for complex server, network, and security issues escalated from the managed services helpdesk.
- Advised MSP clients on technology strategy, infrastructure upgrades, and security best practices.

AREAS OF EXPERTISE

- IT Strategy & Vision
- Incident Management & Response
- Disaster Recovery & Business Continuity
- Budgeting & P/L Management
- Cybersecurity & Risk Management
- Infrastructure Architecture
- Vendor Management & Procurement
- Regulatory Compliance (CMMC, NIST)

TECHNICAL PROFICIENCIES

AI & LLM
Claude, Superwisdom.ai, OpenClaw, AI-Assisted App Development & Prototyping, AI Workflow Automation (Power Automate)

CLOUD & IAAS
Azure, AWS, EntraID, Microsoft 365, Google Workspace, Microsoft Intune, SharePoint, OVHCloud, Vultr

DEVELOPMENT & BI TOOLS
Android Studio, Visual Studio Code, Microsoft Power Platform (BI, Automate, Apps), Visio, Project, Adobe Creative Suite

SERVERS & VIRTUALIZATION
Hyper-V, Proxmox, Windows Server (All), Linux (Ubuntu, Debian, CentOS), VMWare ESXi 7, Active Directory

DATABASES & BUSINESS SYSTEMS
SQL Server Admin, Blackbaud, Ccure9000, VideoEdge, Automated Logic & Tracer (HVAC)

OPERATING SYSTEMS
Windows (All), Mac OSX (All), iOS (All), Android (All), ChromeOS

NETWORKING & SECURITY
Sophos & Omninet Firewalls, SentinelOne EDR, AlertLogic, McAfee Enterprise, HP Aruba & Ruckus Wireless, Cisco Switches, SD-WAN, Wireshark, DNS, Twilio

RMM & SERVICE MANAGEMENT
Atera, NCentral, NinjaRMM, Connectwise, Jira, Zendesk, OSTicket, Syncro, Cove Data Protection, Veeam, Axcient, MSP Manager

VOIP & COMMUNICATIONS
Asterisk (All Versions), Skyetel, Zello, WalkieFleet, Slack, Teams

EDUCATION & LICENSES

NEW HORIZONS | San Antonio, TX
MCSE, NT4
FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA)
ICS 100b & IS 0700b
FEDERAL COMMUNICATIONS COMMISSION (FCC)
GMRS & Amateur Radio Operator Licenses