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UNIVERSITY OF TENNESSEE, Knoxville, TN

Feb 2012 – Present • 13 yrs...

Director (Communications & Information Services)

Visionary technology & operations Director with over 25 years of experience with the University of Tennessee. Focused skills in finance, HR, and facilities management solutions. Proven success in managing enterprise IWMS and CMMS systems, integrating with several other enterprise systems (OCI, SAP/R3, AdAstra, ESM, Banner, 25Live, Planon, Agile Fleet Mgmt...). Leading strategic initiatives in IT management, cross-functional teams, training, communications, process improvement and intentional planning I have a proven track record in leading organizational transformations, refining operational efficiency, and driving continuous improvement initiatives. I foster a culture of innovation and excellence, aligning technology with institutional goals.

Focus on Leadership:

- Served as SCM Functional Lead during 3-year planning, design, testing, and implementation stages for changeover of IWMS to Oracle SCM (Cloud Maintenance) system; supporting system integrations to Planon, Agile Fleet Commander, ArcGIS, 25Live, Revit, Utilities cost back, and Work Request App.
- Led change management, training, and roll-out of DASH with the 600+ personnel in Facilities Services.
- Built FS Training & Development and the Communications & PR units from the ground up.
- Developed 3 Training Managers, 3 Communications Managers, 2 IT Analysts, 2 Sustainability Managers, and 1 Space Management Analyst over the span of 13 years whom all moved on to broader reaching positions with more responsibility and oversight.
- Collaborated with FS leadership to create the department's first Energy Management unit and promoted Sustainability Manager to new Energy Manager position.
- Absorbed the Space & Data Management functions and personnel when previous manager retired (merged functionality with IT Applications group).
- Managed the Sustainability office to achieve a Silver STARS rating and became #1 in the nation for green power purchasing through TVA's renewable energy certificates program.
- Facilitated monthly leadership development sessions for CIS staff that improved their decision-making, communications, problem solving skills, innovation and efficiency.
- Served on various committees and cross-functional working groups throughout my career.
- ICS Trained to 400-level for emergency response and incident command.

Achievements:

- Customized Archibus to handle all departmental procurement, AP/AR functions, construction estimating, performance reviews, and timecard/leave request management [2017].
- Quickly shifted office employees to remote working during COVID pandemic.
- Achieved over 95% completion rate in OSHA compliance training for six consecutive years.
- Migrated our departmental Web server to a WordPress platform for easier content mgmt.
- Led Communications & PR to see social media surpass 1,500 followers on FB, X, Instagram.
- Reduced work order turnaround time by 15% through workflow optimization.
- Launched the Facilities Fundamentals Workshop series and FS DIY YouTube channel.
- Facilitated all onsite event preparation and hosting of the 2017 TNAPPA Conference.
- Organized annual departmental golf tournament to supplement FS student scholarship funds.

Strategic Planning Highlights:

- Crafted overall departmental Mission, Vision, & Values statements [2013-2022].
- Managed Sightlines (Gordian) and APPA FPI data collection & analysis for departmental benchmarking with peer institutions.
- Oversaw the development of a unit-level orientation to augment and enhance a 2-day departmental orientation, and began onboarding employees from their first day to when they eventually became proficient with their assigned duties.
- Added a QA environment to Archibus improving testing before committing changes to PROD.
- Spearheaded initiating a GIT repository to all lower environments of Archibus for formal version control, improving change management with the IWMS.
- Consistently balanced the CIS budget, properly allocating resources and providing oversight, remaining under budget for 13 consecutive years as unit Director.
- Directed launch of Facilities Core Values program for employee recognition.
- Crafted departmental communications, uniform, and code of conduct policy/procedures, ensuring that they aligned with institutional priorities and compliance standards.
- Created BIM standards and implemented 3D BIM navigator in Archibus.
- Collaborated to combine the Office of Sustainability with Recycling, ultimately moving the combined office under Energy Management for better strategic alignment.
- Championed succession planning for all General Superintendent, Assistant Director, and Director positions.
- Facilitated reorganization of the department [2012] to better align functional areas to best business practices. Conducted 124 interviews over 12 weeks.

Operational Efficiency Emphasis:

- Participated in regular departmental SWOT analysis and process improvement programs.
- Oversaw implementation of MS-Endpoint (InTune) and OIT's NetReg tool to improve mobile device management and to standardize Active Directory policies.
- Developed all IT disaster recovery plans and participated in all departmental EOC drills.
- Began utilizing the RAVE platform as a text messaging communications (non-emergency) outlet channel, so messages could be received quickly and more efficiently.
- Created a performance review system for the department, tying reviews directly to key position description duties.
- Facilitated the implementation of OnBase to handle better document management/archives in the Design unit for blueprints, OEM documents, and other construction collateral.
- Directed the clean-up and revamping of our radio/mobile device inventory, eliminating unused/lost radios, iPads, tablets and re-enforcing device accountability.
- Ported final legacy CMMS applications to Archibus (Utility Billing, Capital Projects/Estimates, Refrigerants) reducing costs, and increasing reliability of applications [2018].
- Initiated continual improvement committee for the department, seeking process and efficiency improvement projects/programs.
- Built-out work order mgmt group to handle OneCall call-center and expedite work orders.
- Rolled out TDX boxes to handle IT tickets, track training, log customer interactions, and to track OneCall non-work order queries.
- Upgraded Archibus over three full versions to give more stability to the IWMS and to increase functionality, particularly with: Mobile Apps, BIM, GIS, and asset mgmt.
- Migrated all of the department's physical network servers to OIT's VM data center to reduce maintenance costs and increase security & reliability.
- Ported legacy CMMS applications to Archibus (performance reviews, uniform tracking, and project estimates) to reduce costs and increase reliability of applications [2016].
- Implemented Archibus to replace our legacy CMMS [2013-2015]. Increased reliability, added a WEB-based interface and a mobile framework (120+ mobile devices for field techs).

OTHER PROFESSIONAL EXPERIENCE



UNIVERSITY OF TENNESSEE, Knoxville, TN

Oct 2008 – Feb 2012 • 3 yrs 5 mos

IT Manager

Managed computer operations, in-house developed applications, and space management data. Tasks included systems configuration, security, database analysis/monitoring and reporting, personnel oversight, policy creation/implementation, and project management/leadership in the development of specialized apps. Coordinated computer operations with other departments when applications and services extended beyond the scope of the operational division.

Highlights of Achievements:

- Migrated MS-SQL Server back-end database management to pSQL (PostgreSQL), reducing overall TCO of the CMMS [2010].
- Consolidated all Physical Plant processes into a single custom CMMS (MS-SQL Server-based) for greater efficiencies [2009].
- Developed roadmap for CMMS software lifecycle management, including risk assessment and upgrade planning.
- Collaborated with EHS to develop a campus-wide, WEB-based Chemical Inventory System to track all lab chemicals being used along with quantities and MSDS hazard flags. Conformed to all NFPA/OSHA standards & codes.
- Added Engineering small-scale drawings to an online UI so space surveys could be completed without printing physical maps and instructions year-to-year.
- Implemented Kronos time clock system along with an IVR server for remote phone punches.
- Managed third-party vendor relationships, ensuring adherence to contract terms, SLAs, and security standards.
- Added a WEB interface into the CMMS so customers could make service requests online, adding value for our customers [2009].
- Collaborated with Student Life & Dean of Students to develop a WEB-based campus Event Solicitation System, providing workflow and automated messaging for event approval.
- Completed a major upgrade to CMMS UI by migrating MS-Access VB to Microsoft's .NET 3.5 platform [2008]. Increased reliability and security of system.
- Developed integration with CMMS and SAP/R3 to submit electronic transfer vouchers. Increased billing efficiencies and reduced paper use in the department by 20%.
- Implemented Johnson Controls BAS (Building Automation Systems – via SCADA) and Raintree networked irrigation systems using IoT devices.
- Developed Space Data module in CMMS [2008]. Saved time in building audits and boosted productivity of Space Management Coordinator.
- Consolidated Facilities Space Mgmt and Data Mgmt teams with IT to gain greater efficiencies in development and content management of Space data. Absorbed the duties of both the Building Space System Programmer and Building Space Data Analyst (reducing workforce).



Advanced Water Systems, Louisville, TN

Aug 2003 – Mar 2012 • 8 yrs 7 mos

Web Master/Network Consultant

Managed the company's LAN (Windows peer-to-peer network), maintained web server, and supported work order system and online storefront. Tasks included systems configuration, security, database analysis, and web site maintenance. Coordinated efforts between AT&T and Charter Communications during WAN reconfigurations.

Highlights of Achievements:

- Interconnected single-workstation machines to a complete peer-to-peer file sharing network.
- Migrated the work order system from a desktop to a LAN-shared system.
- Developed and maintained a fully online shopping cart system/storefront and web server.

**UNIVERSITY OF TENNESSEE**, Knoxville, TN

Sep 1998 – Oct 2008 • 10 yrs 2 mos

IT Administrator/Database Analyst

Maintained the University's Maintenance/Operations LAN running Windows (NT/Active Directory servers), Netware, and Unix (Altos System V) operating systems. Duties included administration of user accounts; controlling all shared network processes & services; and maintaining system security. Additional responsibilities included managing a centralized MS-SQL Server DBMS, developing all specialized database applications, maintaining website applications, training and supporting all end-users, and troubleshooting any software accessible across the network.

Highlights of Achievements:

- Collaborated with SAP/R3 team to port the Annual Space Survey process to IRIS (ABAP).
- Developed a separate key management system for Residence Halls (Housing) to track their internal keys.
- Collaborated with Physics department to develop a faculty information system for their admin unit.
- Connected Residence Halls (Housing) to Work Management CMMS module for easier escalation of facilities tickets from their department to ours.
- Added sub-systems to the CMMS to allow our Admin group to track Purchase Documents, Blanket POs, Contracts, Vendors, Overtime, Leave taken, and Performance Reviews. [2003-2004]
- Added a sub-system to the CMMS, to track physical keys on campus (Lock & Key). First application from Physical Plant to work across campus on OIT's Local Area Network (LAN). [2003]
- Added four custom applications to the work order management system making it a fully functional CMMS software suite (Preventive Maintenance, Projects, Warehousing, and Asset Management) [2000-2002].
- Scaled up the system from 10 users to 100 users by implementing a database-split. Backend data was migrated to a MS-SQL Server. Reduced paper use in the department by 70%, increased efficiencies by reducing response times and overall work order turnaround.
- Developed a computerized maintenance management system (CMMS) for Physical Plant department to manage work orders electronically using MS-Access [1999-2000].
- Converted Netware and Altos System V network over to a Windows NT platform for a better user experience (UX) and a more robust productivity suite (MS-Office).

**SIMALABS INTERNATIONAL**, Merrillville, IN

Mar 1996 – Jun 1998 • 2 yrs 4 mos

Network/Database Administrator

Maintained the company's PC LAN running Windows NT, NetWare, and Unix (NEXTSTEP) operating systems. Duties included administration of all user accounts; E-mail, Internet, and dial-up connections; independent machine processes & services; and all peripherals. Additional responsibilities included LIMS administration, development of all specialized database applications, end-user/client support & training, and troubleshooting any software or hardware problems within the company.

Highlights of Achievements:

- Built networks at two satellite labs and interconnected them to the central site for business continuity and a more standard delivery of services. The company grew to four satellite sites in three separate states in the course of two years.
- Developed a Laboratory Information Management System (LIMS) in MS-Access for users to record lab results, manage workflow for testing samples, track chain-of-custody documents, manage chemical inventory, and to generate customer reports and invoices.
- Built the company's computer network from the ground up, converting a four-machine Netware-based coax system (using NeXTSTEP consoles) to a more robust Cat 5, Windows NT network with 40 interconnected PCs. Completed project in three months so start-up could open the doors ahead of schedule.



INDIANA FEDERAL BANK FOR SAVINGS, Valparaiso, IN Aug 1993 – Feb 1996 · 2 yrs 7 mos

Systems Administrator

Served as administrator for an IBM RS/6000 computer network running IBM's AIX operating system. Managed the bank's Voice Response Unit, ATM software, and an Informix Customer Support database system. Developed all specialized database applications, generated monthly departmental reports, and troubleshooted hardware for computers and peripherals within the department.

Highlights of Achievements:

- Built KPI dashboards/scorecards/reports for Customer Call Center system.
- Installed and managed an Interactive Voice Response system (IVR), integrating it with the Customer Call Center system for advanced data collection.
- Developed UI for network of ATMs using REXX for OS/2. Built data transfer interface to Fiserv banking system. Realized a 98% uptime rate for all Automated Teller Machines (ATMs).

EDUCATION AND PROFESSIONAL DEVELOPMENT

**Oracle Analytics Expert**

2025

-OCI Enterprise Analytics, Oracle Transactional Business Intelligence (OTBI Reporting)

**Redwood Application Developer Associate**

2023-2024

-Fusion Cloud Application Development w/Visual Builder

**Maintenance Implementor**

2022-2023

-OMC Maintenance Cloud Implementation

**ICS-400: Advanced ICS; TEMA**

2022

-Complex Incidents, Area Command, NIMS Coordination

**ICS-300: Intermediate for Expanding Incidents; TEMA**

2018

-Unified Command, Ops Planning, IAP, Ops Briefs, Resource Mgmt, Demobilization, Transfer of Command, Closeout, Recovery

**ICS-100, 200, 700, 800, 775, 907: Various Certificates; FEMA**

2018

-Intro ICS, Basic ICS, Intro NIMS, Response, EOC, Active Shooter

	MBA, Haslam College of Business; University of Tennessee -Strategy, Leadership, Global Immersion, Macro/Micro Economics, Law/International Law, Finance/Accounting, Communications, PR, Marketing/Sales & Ops, Supply Chain, Business Analytics/Statistics, Project Mgmt, Process Analysis/Improvement	2016-2017
	UT Leadership Institute; University of Tennessee -Leadership Retreat: team building, synergy, strategy, leadership	2015
	ICS-FORMS: ICS Fillable Forms; FEMA -Tools for creating IAPs, and support and documentation of ICS activities	2012
	"UT Leaders: Lighting the Way"; University of Tennessee -Managerial Certificate (EOD curriculum)	2010
	SCJP; Sun Microsystems -Sun Certified Java Programmer	2009
	BA, English; University of Tennessee -Writing, Editing, Language, Critical Reading, Literature	2005-2008
	MCTS; Microsoft -Microsoft Certified Technical Specialist: SQL & .NET	2006
	Supervision 20/20; University of Tennessee -Supervision Certificate (EOD program)	2003-2004
	S.O.A.R.; University of Tennessee -Supervisory Training (EOD program)	2002-2003
	SAP/R3; SAP -ABAP Workbench, Business Workflow, Business Info Warehouse	2002
	MCSD; Microsoft -Microsoft Certified Solution Developer	2000
	BS, Systems Networking/Design; Purdue University -Business Data Communications, System Analysis & Design	1998
	MCPS, Microsoft -Microsoft Certified Product Specialist: Internet Systems	1997
	AS, Info. Systems & Computer Programming; Purdue University -Expert Systems, Object Oriented Programming, Compilers, Relational Database Systems, Data Structures, WEB Programming Interfaces	1995
	CNE; Netware -Certified Netware Engineer	1993
	Engineering; Purdue University -Aerospace/Aeronautical, Electrical, and Computer Engineering	1988-1992

Soft Skills

PROJECT MANAGEMENT	COMMUNICATION	TIME MANAGEMENT
STRATEGIC PLANNING	CUSTOMER SERVICE	CROSS-FUNCTIONAL
BUSINESS DEVELOPMENT	LEADERSHIP	COLLABORATION
CHANGE MANAGEMENT	PROBLEM-SOLVING	FLEXIBILITY
CONTINUAL IMPROVEMENT	TEAM BUILDING	DELEGATION
ACTIVE LISTENING	COACHING & MENTORSHIP	DECISION MAKING

Volunteer Experience

- Habitat for Humanity (Church Street UMC)
- Senior Outreach (Blount County Sheriff)
- Cub Scout Troop 85
- Boy Scout Troop 285
- Soccer Coach (Blount County Parks & Recs)

Interests/Hobbies

Member of:

- ITFMA (IT Financial Mgmt Assoc)
- ACM (Assoc for Computing Machinery)
- EDUCAUSE (adv. Higher Ed through IT)
- APPA (Assoc for Phys. Plant Admins)
- Beta Gamma Sigma (Honor Society)
- Sierra Club (Environmental Group)

I Enjoy:

- writing
- programming
- hiking
- swimming
- reading
- photography

Languages:

- Spanish (*studying* French & Italian)