

# Greg Forquer

Director / VP of IT Operations · ITSM Transformation Leader · People & Strategy

Phoenix, AZ · 480-589-9075 · greg@theforquers.com · [linkedin.com/in/greg-forquer](https://www.linkedin.com/in/greg-forquer)

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## PROFESSIONAL SUMMARY

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Senior IT leader with 27 years of experience and more than a decade leading cross-functional infrastructure and operations teams across enterprise, MSP/VAR, and fractional executive environments. Recognized for transforming technology organizations by addressing the structural and operational root causes of inefficiency — not just the symptoms. Brings a disciplined, framework-driven approach to organizational design, ITSM maturity, and service delivery, grounded in ITIL 4, LeanOps, and Team Topologies principles. Equally fluent in the language of engineers and executives, with a track record of building the business case for change, securing leadership alignment, and executing multi-year transformation programs that outlast any single initiative. Seeking a Director, VP, or Senior Leadership role where people, process, and technology strategy converge — and where lasting, systemic improvement is the goal.

## CORE COMPETENCIES

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- IT Strategy & Org Design
- ITSM Transformation (ITIL 4)
- Team Topologies & Skill-Tier Modeling
- LeanOps & Service Delivery
- Cross-Functional Team Leadership
- Enterprise Infrastructure Modernization
- Executive Stakeholder Communication
- Budget Management & Cost Optimization
- Mentor, Coach & People Developer
- Cybersecurity & Compliance (NIST, GDPR, PCI)
- Hybrid & Multi-Site Operations
- MSP / VAR / Enterprise Fluency

## PROFESSIONAL EXPERIENCE

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### Manager, Infrastructure Systems Engineering · Iridium Communications Tempe, AZ (Hybrid) 2024 – Present

People and strategy lead for a Systems Engineering team within IT Operations — compute, hypervisor, OS, and storage platforms across a multi-site enterprise. Only dedicated people leader among a peer group of player-coaches.

- ▶ Authored a comprehensive ITSM transformation proposal for the broader IT Operations organization, grounded in ITIL 4, LeanOps, and Team Topologies frameworks — delivering a PowerPoint deck, executive brief, and one-pager to senior leadership.
- ▶ Identified structural root causes of service delivery friction — informal work intake, inconsistent SLA enforcement, and cross-functional handoff failures — and proposed a skill-tier org model (T1/T2/T3) to replace six functional silos.
- ▶ Serving as project manager for a 3-year, 4-site compute hardware refresh affecting 75% of the organization's server infrastructure, while concurrently evaluating Red Hat OpenShift as a strategic VMware/Broadcom alternative.
- ▶ Maintains cross-functional alignment across Networking, Systems, and Operations teams spanning a 40–60 person engineering organization.

### Virtual Chief Information Officer · Forum Info-Tech Corona, CA (Remote) 2023

Fractional CIO for SMB clients — executive-level technology strategy, roadmapping, and vendor advisory on retainer.

- ▶ Established technology budgets and multi-year strategic roadmaps for multiple clients, reducing business risk while enabling targeted technology investments.
- ▶ Delivered cost savings through tailored IT strategies, vendor evaluation, and solution recommendations aligned to each client's business objectives.
- ▶ Maintained trusted, executive-level relationships with client leadership, acting as a bridge between technology capability and organizational goals.

### Enterprise Network Systems & InfoSec Manager · Vertex Education Chandler, AZ 2022 – 2023

Led enterprise infrastructure and information security across 29 locations in 3 states — 61 ESXi hosts, 174+ virtualized servers, 303 switches, 2,771 access points — serving ~4,000 staff and ~26,000 students.

- ▶ Spearheaded a 5-year enterprise modernization program covering compute, storage, wired/wireless access, and next-generation security — improving productivity, stability, standardization, and scalability organization-wide.
- ▶ Established a mature information security practice on the NIST Cybersecurity Framework, coordinating with vendors and internal stakeholders to baseline risk and drive a prioritized security posture.
- ▶ Fostered cross-functional collaboration with peer IT leaders, driving transparency and shared accountability across a geographically distributed environment.

### Operations Manager · Rhize Tech

Eagle, CO 2021 – 2022

Managed Project Management, Solution Architecture/Pre-Sales, Engineering, and Network Operations for a regional MSP/professional services provider.

- ▶ Owned P&L accountability for professional and managed services lines, achieving and sustaining 55% and 65% gross margins respectively.
- ▶ Delivered white-glove service for several large enterprise clients, including the region's largest healthcare provider, through rigorous operational discipline and team development.

#### **Director of Network Operations & Engineering** · Fruth Group

Phoenix, AZ 2020 – 2021

Directed a cross-functional team of 13 engineers across 5 locations — Phoenix, Flagstaff, Prescott, San Diego, Idaho — spanning entry-level helpdesk through Level 4 network and systems engineering.

- ▶ Overhauled 6 major enterprise network and systems infrastructures for key accounts plus internal/cloud-hosted clusters across the Southwest — delivering a documented 99.999% uptime record.
- ▶ Led the design and business case for a multi-campus network modernization across 6 sites and 1,000+ concurrent users — multi-gig infrastructure that reduced device count while improving performance and coverage.
- ▶ Designed and implemented structured training and peer-mentoring programs with regular face-to-face engagement across all geographically dispersed direct reports.

#### **Executive Vice President of Technology** · CMIT Solutions

Scottsdale, AZ 2019 – 2020

Senior technology executive for an MSP, responsible for policy, process, staffing strategy, and executive-level client relationships.

- ▶ Conducted a comprehensive operational audit identifying over \$130,000 in budget savings, redirected to technical staff hiring.
- ▶ Instituted quarterly business reviews with the top 25 client accounts, serving as virtual CIO/CTO and building executive-level partnerships focused on long-term technology alignment.
- ▶ Drove a staffing analysis resulting in 3 additional engineering hires, improving service delivery capacity and team work-life balance while maintaining contracted SLAs.

#### **Platforms Team Lead (US) — Global Technology Services** · ISSSquared

Phoenix, AZ 2018 – 2019

- ▶ Supervised a US-based platforms engineering team across Arizona and California; mentored engineers across networking, virtualization, DR, backup, security, and endpoint services.
- ▶ Served as senior technical escalation for all client engagements; contributed to cloud and hybrid-cloud architecture design and implementation.

#### **Director of Information Technology Operations** · Alliance Defending Freedom

Scottsdale, AZ 2015 – 2018

Directed a cross-functional team of 5 engineers across Scottsdale and Washington D.C., supporting a global user base of 300 across 8 countries.

- ▶ Led a 3-year global infrastructure modernization program — improving productivity, stability, security, and scalability across wired/wireless access, compute/storage, and SD-WAN mesh communications.
- ▶ Maintained disaster recovery and business continuity plans with documented 99.9% uptime for all mission-critical systems; ensured PCI and GDPR compliance.

#### **Network Systems Engineering Team Lead** · StarNet Data Design

Phoenix, AZ 2012 – 2015

- ▶ Developed roadmap for a new managed services line of business; supervised the engineering team; led project planning, hardware sizing, wireless site surveys, and advanced troubleshooting.

#### **Additional IT Engineering Roles** · Various Employers · Phoenix, AZ · 1999 – 2011

Progressive technical roles in network engineering, systems administration, and infrastructure support — building the hands-on foundation underlying a career in IT leadership.

### **EDUCATION & CREDENTIALS**

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<b>Certification</b>	ITIL 4 Foundation — IT Service Management
<b>Certification</b>	VMware Certified Professional – Data Center Virtualization (VCP-DCV)
<b>Certification</b>	Juniper Networks JNCIA-Junos   JNCIS-ENT   JNCIS-SEC
<b>Certification</b>	Juniper Ingenious Champion   Juniper Technical Master
<b>Certification</b>	Microsoft Certified Professional · Nimble Storage Administrator · Xirrus Certified Wireless Technician
<b>Training</b>	VMware Certified Professional Training — Maricopa Community Colleges, Chandler, AZ (2013)
<b>Education</b>	Computer Information Science (Associates Program) — Yavapai Community College, Prescott, AZ

### **TECHNICAL FLUENCY**

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**Virtualization & Compute:** VMware vSphere/ESXi, Hyper-V, Red Hat OpenShift **Cloud:** Azure, AWS, Microsoft 365 **ITSM:** ServiceNow  
**Storage:** HPE Nimble, Dell EqualLogic, Synology **Networking:** Cisco, Juniper, HPE, Fortinet, Palo Alto, Sophos, SonicWall, Ruckus, Aruba/Unifi  
**Monitoring & Management:** LogicMonitor, SolarWinds, Veeam, Zerto **Identity & Endpoint:** Okta, AirWatch/Workspace ONE, PDQ  
**Collaboration:** Microsoft Teams