

# Grayson Dodson

## Business Systems & Technical Operations Leader

IT Operations | Platform Modernization | AI & Automation Enablement

North Carolina

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### PROFESSIONAL PROFILE

Business systems and technical operations leader with 7+ years of experience supporting enterprise, manufacturing, and healthcare-adjacent environments. Blends hands-on IT operations with platform governance, vendor/MSP delivery, Microsoft 365 modernization, and practical AI/workflow automation. Trusted partner to leadership for improving infrastructure reliability, knowledge access, support workflows, and operational continuity.

**Relevant operating signals:** 7+ years in enterprise operations | 300+ users supported | 10+ vendor/MSP relationships | 24/7 operating environment | Microsoft 365 modernization | Microsoft Copilot agents and workflow automation

### CAREER POSITIONING

#### Business systems and platform modernization

Leads practical modernization across Microsoft 365, SharePoint, OneDrive, endpoint lifecycle, operating processes, and internal knowledge systems.

#### IT operations and service reliability

Owens frontline stability, incident response, escalation paths, infrastructure coordination, and high-availability support in 24/7 environments.

#### AI and automation enablement

Builds Copilot agents, AI-assisted workflows, and reusable documentation systems that improve knowledge access and operational consistency.

#### Vendor, MSP, and stakeholder delivery

Connects executives, users, MSPs, ISPs, telecom, AV, and platform partners around service quality, cutovers, renewals, and continuous improvement.

### CORE CAPABILITIES

#### Business Systems

Microsoft 365, SharePoint/OneDrive, platform lifecycle, access models, workflow standardization, operational documentation.

#### IT Operations

Incident management, endpoint lifecycle, service reliability, change windows, support escalation, continuity and disaster recovery.

#### AI & Automation

Copilot agents, AI-assisted knowledge access, support workflow automation, self-service channels, adoption support.

#### Delivery Leadership

Vendor/MSP management, SLA oversight, executive communication, stakeholder alignment, project coordination, continuous improvement.

### PROFESSIONAL EXPERIENCE

Glenaire - Cary, NC

July 2023 - Present

#### Information Technology & Audio-Visual Coordinator

Primary technology operator for a 24/7 senior living environment supporting 300+ users across clinical, administrative, executive, resident, and service workflows.

- Partner with executive leadership to align infrastructure roadmap, platform modernization, lifecycle budgeting, risk awareness, service reliability, and operational priorities.
- Manage delivery across 10+ MSP, ISP, telecom, AV, and platform providers, including service quality, renewals, escalations, maintenance windows, and cutovers.
- Lead modernization initiatives including SharePoint/OneDrive migration, Windows 10 to 11 rollout, ISP replacement, and hybrid staff/resident network architecture redesign.
- Develop Microsoft Copilot agents and documentation systems to improve internal knowledge access, automate support workflows, and convert institutional knowledge into reusable self-service channels.
- Standardize support workflows, recurring issue documentation, handoffs, and operating procedures to improve response consistency and reduce repeat incidents.
- Contribute to business continuity, disaster recovery, cybersecurity compliance, and cyber insurance audit readiness in assisted living and skilled nursing environments.

## PROFESSIONAL EXPERIENCE CONTINUED

### Pomeroy - Remote - U.S. Steel Contract

January 2021 - October 2022

#### IT Analyst

- Delivered enterprise IT support in a regulated industrial environment, resolving hardware, software, access, and remote-work issues across distributed teams.
- Managed incidents, escalations, service requests, and SLA-driven support activity through ServiceNow and HP Service Manager.
- Contributed to knowledge base documentation and cross-team root-cause analysis to improve support consistency and operational learning.

### La-Z-Boy Incorporated - Hudson, NC / Monroe, MI

August 2018 - January 2020

#### IT Support Specialist

- Supported network, systems, endpoint, and security operations across corporate, manufacturing, and logistics facilities.
- Installed, configured, and maintained servers, end-user systems, networking equipment, and security infrastructure across multi-site operations.
- Assisted with multi-site upgrades and commercial technology deployments for distributed operational environments.

## PORTFOLIO & PROOF-OF-WORK

### GraysonD.xyz - Business Systems, Product & Technical Operations Portfolio

Public proof-of-work hub documenting independent systems thinking across AI-assisted workflows, IT knowledge systems, internal tooling, automation concepts, infrastructure notes, and decision-support ideas. Presented as one polished portfolio signal rather than fragmenting the resume into individual subprojects.

## TOOLS, PLATFORMS & OPERATING CONTEXT

### PLATFORMS

Microsoft 365, Azure, Active Directory, GPO/IAM, Windows Server, SharePoint, OneDrive, Windows 10/11

### INFRASTRUCTURE

Hybrid networks, VLAN segmentation, Layer 2/3 switching, ISP/fiber coordination, VoIP/telecom, AV, endpoint lifecycle

## EDUCATION

### Appalachian State University

May 2023

Bachelor of Science, Computer Information Systems

Minor: Business Analytics

### Caldwell Community College

May 2020

Associate of Applied Science, Networking & Cybersecurity

## GENERAL ROLE FIT

Operator-builder profile suited to roles connecting business stakeholders, internal technology teams, managed service providers, Microsoft 365/digital workplace platforms, AI-enabled workflow adoption, service delivery, and trusted information access.

**Well-aligned roles:** Business Systems Manager | IT Operations Manager | Technical Operations Manager | IT Service Delivery Lead | Digital Workplace / M365 Operations | AI & Automation Enablement | Platform Operations