

Hayden Salandy

Servant Leader Obsessed with Technology

Website: haydensalandy.com

Email: hayden@haydensalandy.com

Mobile: +1 (469) 844-7808

Summary

Accomplished IT professional with over 17 years of experience in leadership and management roles. Proven ability to deliver innovative technology solutions, streamline operations, and enhance customer service. Currently serving as IT Director for a Residential Holding firm, with a passion for leading, mentoring teams, and driving digital transformation. Committed to continuous learning and professional growth.

Professional Experience

Director Information Technology

Green Courte Residential Holdings – Clearwater, FL
February 2025 – Present

Oversee IT operations and strategy across multiple property portfolios, ensuring technology supports business goals and drives efficiency.

- Championed IT standardization (SLAs, EPC/JAMF imaging, centralized asset tracking) to streamline device deployments and improve service consistency across multi-state portfolios.
- Spearheaded IT integration efforts during multiple community acquisitions, overseeing staff onboarding, service transitions, and infrastructure deployment or optimization ensuring seamless operational continuity.
- Designed onboarding/offboarding hardware recovery workflows to reduce asset loss and accelerate employee provisioning.
- Audited and optimized property networks; partnered with vendors to deploy targeted connectivity solutions in underperforming communities, improving reliability and resident experience.
- Led Phone-system migrations and Call Tracking Metrics rollout, modernizing telephony and delivering actionable communications analytics.
- Aligned IT with business priorities by partnering with Operations, Applications, and Data teams; instituted project governance and structured reporting for initiatives like Windows 11 and VPN modernization, positioning IT as a strategic enabler.

Information Technology Manager

*Green Courte Residential Holdings – Clearwater, FL
May 2023 – February 2025*

- Led MSP migration across 19 Senior Housing Communities, ensuring seamless IT operations and service continuity.
- Spearheaded IT due diligence, onboarding and integration for new property acquisitions, including staff onboarding, service transfers, and infrastructure deployment.
- Managed enterprise IT operations with M365, Azure, Identity, Proofpoint, ManageEngine, EPC, and JAMF, covering device lifecycle, asset tracking, security, and user management.
- Standardized workflows for helpdesk support, imaging/deployment, and vendor management, improving efficiency and SLA adherence.
- Oversaw VoIP migration and digital signage deployment, modernizing communication and engagement tools across portfolios.
- Implemented cybersecurity training, disaster recovery strategies, and compliance measures to strengthen operational resilience.

Director of Information Technology

*Concho Valley Council of Governments – San Angelo, TX
August 2019 – April 2023*

- Led strategic IT initiatives, overseeing departmental budgets ranging from \$300K to \$500K.
- Implemented GigaTrak asset management SaaS solution to enhance tracking and procurement.
- Managed relationships with MSPs, telecom providers, and security vendors, ensuring adherence to compliance standards.
- Administered databases, PHP web applications, and ERP systems.
- Conducted annual cybersecurity audits for Homeland Security-affiliated agencies.
- Mentored IT staff and fostered a culture of innovation through continuous research and development.
- Provided advisory support for the Texas Broadband for All initiative.

Assistant IT Manager

Western Shamrock Corp. – San Angelo, TX

October 2013 – August 2019

- Managed Linux and Windows systems administration, ITIL monitoring, and ticket resolution.
 - Led technical research and development efforts, enhancing enterprise IT capabilities.
 - Conducted staff performance evaluations and provided professional development training.
 - Developed a Ruby on Rails application for hardware inventory tracking.
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Education

BBA in Management Information Systems

Angelo State University, December 2010

Associate Degree

Howard College, May 2006

Technical Skills

- **Project Management**
 - **AWS & Cloud Infrastructure**
 - **Microsoft 365 Admin center (Azure, Identity, Exchange, Sharepoint & Teams)**
 - **Server Administration (Linux, macOS, Windows)**
 - **Web Development & Database Management**
 - **Scripting & Automation (PowerShell, BASH)**
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References

Available upon request.