



Biography of Kirk Halliday

Director, Call Center Technology – Local Site IT
Charter Communications (Spectrum)
Colorado Springs, CO

Starting his career in 1995 with Arthur Andersen in the Chicago area, Kirk was heavily involved in architecting and building the firm's global Novell network and directory services infrastructure consisting of over 1500 servers and 86,000 highly mobile users. In addition, he was also the chief architect and developer of a mobile networking solution for engagement teams at client sites worldwide. He was also involved in global training on technology solutions.

Kirk then joined Grant Thornton back in 2003 as the Senior Manager responsible for Enterprise Systems Management within the firm (58 locations and 8000 users). He worked with IT senior leadership to create IT strategy, budget, technology roadmaps, and performed business relationship management & service delivery functions. His role also included endpoint architecture (end-user computing), software integration/distribution, configuration and asset management, security operations, local office infrastructure, enterprise monitoring, and systems management software development.

With the outsourcing of IT by Grant Thornton in 2016, Kirk was re-badged to Capgemini and took on the role of Operations Delivery Manager for Workplace and Field Services on behalf of Grant Thornton. He was responsible for overseeing the support structure of 130+ local technicians, acting as an escalation and business relationship manager, managing the financial invoices for that group as well as the releasing of desktop solutions.

After a successful transition at Grant Thornton, Kirk went to work for a short while at RE/MAX in Denver, CO. There, he held the role of Director, Business Relationship Management. His responsibilities included capturing and helping shape customer demand and determining how demand aligned to current and/or future business capabilities.

He now is employed as the Director of Call Center Technology – Local Site IT at Charter Communications (Spectrum), where he manages a team of 86 technicians and 6 managers. He functions as a business partner to the site Vice Presidents, Directors, and other call center senior leadership. He is responsible for defining the KPIs, metrics and dashboards to successfully manage a geographically diverse team and to ensure that the team achieves the highest levels of customer satisfaction.

Kirk is a Franklin Covey *4 Disciplines of Execution* trainer, and has completed the Society for Information Management (SIM) Regional Leadership Forum. Under his leadership, he helped Grant Thornton's IT department earn coveted awards from Computerworld including 10 consecutive years in the "Top 100 Best Places to Work in IT" list and was twice awarded "2007 Laureate" status in the Computerworld Honors Program for work in data compliance and in securing and managing the highly mobile workforce. He also presented at the Computerworld Mobile and Wireless World Conference around securing managing the mobile workforce and has published multiple articles with companies such as Intel and Lenovo.

Kirk is a graduate of Brigham Young University with a degree in Business Management and Minors in Information Technology and German. After 18 years in Chicago, he moved in 2013 with his wife and 5 children to the Denver area. He loves the outdoors and enjoys travelling, photography, anything computer-related and spending time with family.