

NICK CAMPBELL

TECHNOLOGY EXECUTIVE | IT OPERATIONS | INFRASTRUCTURE | CYBERSECURITY

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EXECUTIVE PROFILE

Technology executive with enterprise-level ownership across IT operations, infrastructure, cybersecurity, continuity, vendors, budgets, and technical teams supporting 100+ operating sites across restaurant, hospitality, healthcare, legal, and manufacturing environments. Leads blended teams of 11 to 15, owns P&L and technology strategy, advises executives on acquisitions and technology risk, and translates business requirements into secure, supportable technology standards. Combines executive accountability with hands-on technical depth across cloud, identity, endpoint, network, security, and data-center environments.

LEADERSHIP & TECHNOLOGY SCOPE

Executive Leadership: P&L & Budget Ownership | Technology Strategy & Roadmaps | Executive Advisory | Acquisition Integration | Vendor & Contract Negotiation

IT Operations: Service Management | SLA Governance | Process Standardization | Staff Development | Offshore & Co-Managed Resources | Multi-Site Support

Cybersecurity & Risk: Incident Response | Vulnerability Management | IAM | Ransomware Containment | Forensic Investigation | Security Governance

Infrastructure & Continuity: Microsoft 365 & Azure | Identity & Endpoint Management | Network Design & Segmentation | Virtualization | Disaster Recovery | Business Continuity

Compliance: HIPAA | PCI DSS | GDPR | NIST | ISO 27001 | CIS Controls | Audit Preparation

PROFESSIONAL EXPERIENCE

TekElement, LLC (formerly InnoTech) | Plano, TX | Jun 2019 - Present

Managed services provider delivering IT operations, infrastructure, cybersecurity, and technology leadership for multi-site organizations across the U.S.

Senior Vice President (SVP) & Chief Technology Officer (CTO) | Apr 2026 - Present

- Executive owner for technology strategy, infrastructure, cybersecurity, continuity, vendor relationships, and P&L across a diverse portfolio of distributed operating environments.
- Own technology strategy, infrastructure, cybersecurity, disaster recovery, and business continuity across 100+ operating sites.
- Lead Microsoft 365 and Azure architecture, Entra ID and Intune identity/device management, licensing optimization, and platform standardization across distributed environments.
- Direct HIPAA, PCI DSS, and GDPR compliance programs and executive-level incident response across healthcare, legal, manufacturing, hospitality, and restaurant organizations.
- Manage international co-managed service partnerships, offshore technical resources, vendor negotiations, and SLA governance while maintaining accountability for service quality and risk.

Vice President | Apr 2022 - Apr 2026

Held full P&L accountability for a multi-million-dollar book of business, including the firm's largest enterprise accounts.

- Reduced ticket volume 67% through standardized service processes and closed recurring licensing and billing reconciliation gaps worth \$16K+ monthly.
- Led a blended team of 11 to 15 IT professionals, including offshore co-managed resources, supporting healthcare, legal, restaurant, and other multi-site operations.
- Partnered with the CEO as strategic technology advisor on client operations, site acquisitions, technology assessments, integration planning, contracts, and renewals.
- Built and executed client MSAs and SOWs and managed contract negotiations, renewals, service expectations, and delivery accountability.

TECHNICAL & OPERATIONAL DEPTH

Continuing technical ownership and working knowledge across the platforms and disciplines underlying executive technology accountability.

- **Network & Security Infrastructure:** Primary technical stakeholder for Palo Alto NGFW environments across data-center and distributed sites, including firewall configuration and administration, HA pairs, segmentation, VPN connectivity, deployment standards, production cutovers, and ongoing operational support.
- **Cloud, Identity & Endpoint:** Architecture and administration across Microsoft 365, Azure, Entra ID, Intune, Active Directory, Group Policy, Okta, and Google Workspace, including identity lifecycle, MFA, Conditional Access, device enrollment, compliance policy, tenant configuration, licensing, and platform migrations.
- **Cybersecurity & Incident Response:** Executive and technical ownership across ransomware containment, incident investigation, tenant recovery, identity hardening, vulnerability assessment, prioritized remediation, email security, endpoint controls, and security-policy implementation using platforms including Nessus and Network Detective Pro.
- **Distributed Operations & Resilience:** Design, standardization, administration, and troubleshooting across multi-site networks, POS environments, wireless and switching infrastructure, hybrid identity, email authentication, backup and recovery, and business-continuity requirements supporting geographically distributed operations.

EARLIER TEKELEMENT PROGRESSION

Director (Jan 2022 - Apr 2022) | Service Desk Manager (Jun 2021 - Dec 2021) | Junior Systems Administrator (May 2020 - Jun 2021) | Senior Help Desk Engineer (Jun 2019 - May 2020)

- Established service-delivery, documentation, escalation, and accountability standards across technical teams, reducing average resolution time 40% and driving 90% adoption of time tracking within one week.
- Developed early cybersecurity and incident-response depth through hands-on forensic investigation, containment, identity recovery, network hardening, domain-controller security, and executive incident documentation aligned to ISO 27001 practices.

EARLIER CAREER | MULTI-SITE RETAIL & CONVENIENCE OPERATIONS

Assistant Manager, CLS Trading (2017 - 2019) | Store Manager, Springfree Trampoline (2014 - 2017) | Co-Manager, RaceTrac Petroleum (2009 - 2014)

- Ten years leading high-volume retail and convenience operations with responsibility for staff development, inventory, performance analysis, and daily store-level P&L.
- Served as the store-side counterpart to corporate IT, coordinating local troubleshooting and point-of-sale issues with home-office support teams.

TECHNICAL SKILLS

Cloud & Productivity: Microsoft 365 | Azure | Exchange Online | SharePoint | Teams | Google Workspace | Google Vault

Identity & Endpoint: Entra ID | Intune | Okta | Active Directory | Group Policy | MFA | Conditional Access | SSPR | Microsoft Purview

Network & Security: Palo Alto Networks NGFW | HA | SonicWall | VPN | Network Segmentation | Data-Center Firewalls | SPF / DKIM / DMARC | Network Detective Pro | Nessus

Platforms & Tools: Hyper-V | Windows 10 / 11 | eDiscovery | PSA / Ticketing Systems

EDUCATION, CERTIFICATIONS & RECOGNITION

Collin College, Texas | Information Systems Cybersecurity coursework and certificates

Certificate, Information Systems Cybersecurity, 2022 (40 credit hours) | Certificate, Cybersecurity Infrastructure Technician, 2020 (20 credit hours)

Phi Theta Kappa Honor Society | Employee of the Year, 2022 & 2020 | Excellence Award, 2019