

# Michael Gates

*Technology Leader | Infrastructure, Operations & Vendor Strategy  
Enabling Secure, Scalable Business Platforms*

**Location:** El Reno, Oklahoma, United States

**Website:** <https://MichaelGates.Tech>

**LinkedIn:** <https://www.linkedin.com/in/michael-gates-tech>

## Bio

I am a technology leader with extensive experience in infrastructure, operations, and vendor management, known for achieving measurable results through disciplined execution, ongoing process enhancement, and effective stakeholder collaboration.

Key accomplishments include achieving a 60% reduction in vendor expenditures, elevating enterprise uptime to 99.9%, and implementing standardized endpoint management for thousands of devices across numerous locations in multiple states. Recognized as a trusted advisor to executive leadership, consistently prioritizing reliability, scalability, and operational excellence.

## Areas of Expertise

- Infrastructure & Operations (I&O) leadership and IT service delivery
- Vendor strategy, contract governance, and cost optimization
- Cloud and hybrid platforms; networking, servers, and enterprise endpoints
- Security controls, identity & endpoint management, and access governance
- Disaster recovery, operational resilience, and IT service management practices

## Professional Experience

### Director of Information Technology

*Courtesy Automotive Group | Phoenix, AZ (Hybrid) | Jun 2021 – Present*

- Executive accountability for enterprise infrastructure, operations, security, and technology service delivery
- Directed efforts that achieved a 60% reduction in vendor costs by consolidating suppliers, renegotiating contracts, and insourcing services when beneficial.
- Increased platform uptime by upgrading hardware, boosting resiliency, and standardizing operations.
- Consistent endpoint management for nearly 1,000 devices across 10 locations in several states.
- Lead IT strategy, governance, vendor management, and ongoing improvement to meet business goals.
- Manage cloud and on-prem environments, identity and endpoint management, collaboration tools, security measures, and disaster recovery.
- Partner with executive and functional stakeholders to translate business needs into technology roadmaps
- Built and developed high-performing teams with a focus on accountability and service excellence

### **Information Technology Manager**

*Bob Howard German Imports, Inc. | Oklahoma City, OK | Jun 2016 – Jul 2021*

- Managed infrastructure, operations, team leadership, and service delivery
- Accountable for system availability, security, and service performance
- Coordinated vendors and service providers; managed performance, lifecycle, and risk
- Implemented process improvements and operational standards to improve reliability and consistency

### **Technology Team Supervisor**

*Kuni Automotive (A Holman Enterprise) | Vancouver, WA | Jul 2014 – Jun 2016*

- Supervised technical staff and daily operations; managed escalations and service standards
- Developed team capability through coaching, onboarding, and performance management
- Standardized endpoint management across thousands of endpoints spanning dozens of locations and multiple states

### **System Engineer**

*Kuni Automotive (A Holman Enterprise) | Denver, CO | Mar 2009 – Jul 2014*

- Provided infrastructure support and served as senior technical resource for complex issues
- Contributed to upgrades, documentation, and mentoring for improved operational maturity

### **Software Supervisor**

*Ordermatic Electronics Corporation | 2006 – 2008*

- Led software support operations; managed escalations and improved processes and documentation
- Partnered with developers and vendors to increase application stability and support consistency

### **Help Desk Technician**

*Bossier Parish Community College | 2004 – 2006*

- Provided frontline end-user support, incident documentation, and account/device setup
- Assisted in technology and physical migration to new campus

## **Education**

### **B.S., Computer Operations Technology — Southwestern College (2008 – 2010)**

GPA: 3.6

### **A.S., Computer Information Systems — Bossier Parish Community College (2004 – 2007)**

Information Technology Professionals Club President