

Chesley Gray Black IV

1717 Brook Road | Charlotte, NC 28205
704-905-6579 | chesley.black@jwu.edu

WORK EXPERIENCE

Johnson & Wales University

Charlotte, North Carolina

Director of Campus Services

July 2006 – Present

- Oversee and provide leadership for departments and staff within the Division of Campus Services including Information Technology, Facilities Management, Printing & Mailing Services and the Bookstore; Supervise annual operating budgets in excess of \$15 million; Respond to issues, emergencies and assist with risk management, crisis management, business continuity and disaster recovery planning, preparedness and testing
- Lead, develop and manage annual operating, capital, construction and restoration/renewal budgets and projects; Create and maintain multi-year plans and budget projections; Develop specification, request for proposal (RFP), request for quote (RFQ) and statement of work (SOW) documents and evaluation processes for the procurement of items and services; Review, negotiate, implement and manage various types of contracts and agreements
- Participate in the development of policies, procedures and short- and long-term strategic, master and institutional planning; Develop and direct employee, departmental and divisional strategies, goals, objectives and evaluations; Provide documentation, tools and support for regulatory, assessment, accreditation and self-study processes
- Develop and manage innovative programs, tools, systems and reports for continuous improvement, quality assurance, customer service and retention (service excellence training, training reinforcement, service evaluations, facility inspections, mystery shopping, survey research, recognition); Educate, mentor and develop department heads and managers to be skilled experts in the application of quality systems; Lead initiatives that address operational issues, improve effectiveness and efficiency, minimize risk and remove barriers to excellence
- Work with executive leadership and lead the Director of Facilities Management in overseeing the campus physical plant to ensure functional and attractive facilities and landscaping; Manage contracts and relationships for leased space in properties surrounding campus for consistency with owned space and augment the highest possible levels of quality and service; Research and implement special projects to initiate environmentally friendly and cost-saving programs throughout the campus
- Chair, facilitate and serve on various campus and university system-wide committees, councils, task force and project teams; Represent the interests of the university in local, regional and national committees, organizations and other collaborative efforts; Oversee New Student Check-In/Term Start (registration/orientation/move-in) and Commencement (graduation) events and planning

Manager of Information Technology Services (ITS Department Head)

March 2004 – June 2006

- Directed and managed the department and staff including information systems (applications, survey research, web development), infrastructure (networks, security, servers, cable television and campus channel), field services (imaging, hardware, printing, audiovisual), academic computing (instructional technology, smart classrooms, computer labs), telecommunications (phones, voicemail, fax, cell phones, call centers), technical support (service desk, technology training) and project management (technology planning, capital and special projects)
- Recruited, oriented, supervised, trained, evaluated and recognized full-time professional staff, part-time paraprofessional student employees, federal work study students and interns; Developed and directed employee and departmental strategies, goals, objectives and evaluations
- Created and managed an annual operating budget in excess of \$1 million; Developed campus capital budget requests for technology; Received and monitored invoices and ensured on-time payment
- Developed and managed contracts and vendor relationships (purchasing, leasing, warranty, outsourcing, maintenance, service); Monitored milestones and ensured compliance; Expedited the delivery of goods and services
- Built, prioritized, and managed IT projects and provided status reports to the campus and university communities; Produced and provided reports on the status of JWU's technological posture to executive leadership
- Assessed, purchased, deployed and supported technologies consistent with campus objectives and university guidelines; Developed documentation, standard operating procedures and service level agreements
- Provided leadership for the campus Voice over Internet Protocol (VoIP) telephone system (equipment, hardware, software, call flows, call centers, call management, call accounting, historical reporting, training)
- Monitored and managed the campus data center/main distribution frame (MDF), data closets and application systems to ensure properly functioning systems
- Developed and administered survey research projects; Provided direct assistance and consultation on survey design, questionnaire development, data collection, data analysis and reporting
- Communicated, consulted and collaborated with departments, administration, students and advisory groups to develop appropriate policies and programs; Built trust and developed effective working relationships; Served on various university and university system-wide committees, councils, task force and project teams

WORK EXPERIENCE *(continued)*

The University of North Carolina at Charlotte
Department of Housing and Residence Life

Charlotte, North Carolina

Assistant Director for Technology and Marketing

July 2001 – March 2004

- Directed and managed the Housing Technology Services office and staff; Served as member of the departmental “Central Staff” management team; Served as liaison to other IT departments, divisions and constituents
- Recruited, oriented, supervised, trained, evaluated and recognized full-time professional staff, part-time paraprofessional student employees and a graduate assistant
- Developed and coordinated IT infrastructure and systems including planning, budgeting, forecasting, replacement cycles and integration of new technology standards
- Managed vendors, contractors and software developers to ensure that business practices, needs and requirements were translated, designed, tested and implemented appropriately into production
- Served as primary network and server administrator; Coordinated systems analysis and applications development; Provided direct hardware, software and end user technical support and training
- Coordinated and managed Residential Academic Computer Labs (facilities, equipment, staffing); Coordinated and managed closed-circuit cable television network channel (programming, movies, music, informational slides)
- Designed, developed, maintained and promoted departmental and specialty marketing websites
- Responsible for departmental marketing, advertising, strategies and publications across multiple mediums (view books, guides, brochures, flyers, postcards, posters, websites, photography, video, television, radio, newspaper)
- Provided expertise for the development, implementation and support of cross-departmental and divisional projects
- Served on various university and UNC System/Shared Service Alliance technology and marketing committees, task force and project teams; Served as departmental liaison to the central departments of Information Technology & Services and Public Relations & Marketing

East Carolina University
Division of Academic and Student Affairs
Office of Marketing and Communication

Greenville, North Carolina

Information and Communication Specialist

January 2001 – June 2001

- Participated in the development of effective marketing plans for a wide variety of events, programs and departments across the division; Produced content across multiple mediums (view books, guides, brochures, flyers, postcards, posters, websites, photography, video, television, radio, newspaper); Planned and coordinated the effective use of technology resources and services across projects
- Reviewed divisional and departmental website requests and determined the best translation into information architecture/physical web design with emphasis on speed and quality; Designed and developed divisional web content; Trained departmental web reps in content management
- Compiled and organized information/data, content development, project management and information dissemination on projects intended for broad internal and external audiences
- Organized, executed, supported and evaluated various creative events
- Chaired and facilitated the divisional and Campus Living Web Committees; Served on various university marketing and technology committees, task force and project teams; Served as departmental liaison to the central Department of Information Technology and Computer Services

Web and Multimedia Designer

January 2000 – January 2001

- Designed, developed, maintained and promoted departmental and specialty marketing websites and multimedia resources (presentations, CDs/DVDs, informational slides)
- Provided effective project management of complex design assignments involving committees and focus groups
- Audited websites for consistency and style-guide compliance while maintaining large directory structures

EDUCATION

East Carolina University

Greenville, North Carolina

- Master of Science in Instructional Technology
- Graduate Certificate in Performance Improvement
- Bachelor of Science in Business Administration (BSBA)
Major: Decision Sciences, Concentration in Management Information Systems (MIS)
- Certificate in Business and Technical Communication