

JOHN DOE

Email: email@gmail.com

Phone: (000) 000-0000

LinkedIn: linkedin.com

EXPERIENCED IT MANAGER

PROFESSIONAL SUMMARY

Experienced IT manager with proven leadership skills and hands-on technical expertise in the architecture, implementation, and support of complex multi-site and multi-user business systems gained in over 15 years of experience with large-scale technology projects. Adept professional with a successful history of aligning companies to achieve operational excellence and coaching teams to peak performance. Technically proficient and able to tackle the most challenging tasks or problems efficiently and quickly, with little or no impact on the business environment. Displays strong knowledge in all current facets of information technology operations and infrastructure management. Technology manager with broad-based expertise in strategic business planning, project and service management, staff leadership, and development to achieve both corporate and client objectives. Proven success in motivating cross-functional teams, implementing best practices, and exceeding quality standards. A detail-oriented and results-driven professional skilled in implementing effective solutions to generate significant cost savings as well as revenue growth, eager to join a prospective company and utilize skills and knowledge.

CORE COMPETENCIES

- Leadership skills
- Technical skills
- Innovation
- Service Design
- People management
- Client services
- Problem-solving skills
- Talent development
- Time management
- Detail-oriented
- Organizational skills
- Service management
- IT compliance
- Communication skills
- Analytical thinking

EXPERIENCE

Director of IT Operations
Company, City, ST

11/18 – Present

Manages IT support for 1240 locations and is responsible for IT security and compliance. Actively seeks to improve processes and develops systems in response to changing business requirements. Demonstrates excellent organizational skills while managing project timetables, ensuring timely delivery and adherence to desired objectives. Provides monthly reports and updates to executive teams showing team performance, milestones, resource allocations, and potential setbacks. Develops and implements security policies, standards, procedures, and guidelines. Experienced in telecommunication and deployment, M&A implementation, and project management.

- Developed mutually beneficial relationships with information technology vendors and saved \$1.5m during contract negotiations
- Relocated datacenter from Greenville to Atlanta efficiently and without downtime, while also establishing a secondary datacenter in Dallas for disaster recovery
- Extensive experience reorganizing underperforming information technology departments into strategic delivery partnerships

Director of IT Infrastructure
Company, City, ST

01/17 – 09/18

Developed, implemented, and monitored IT processes and standards for 1200 locations. Reviewed systems, made recommendations, and implemented improvements on a regular basis. Managed business and technical issues that achieved the most effective solutions with strong project management, business focus, and resource management capabilities. Efficiently managed operation with the domains of helpdesk support, network, and IT-communication teams for all locations. Produced comprehensive reports for the following KPIs, time frames, and projects.

- Provided overall management, people management, and leadership skills for technology strategic planning
- Progressively advanced to the position of director of IT operations based on technical and leadership results, earning accolades for the ability to direct teams
- Displayed initiative and developed enterprise-wide disaster recovery and business continuity plans

Sr. IT Manager
Company, City, ST

07/15 – 12/16

Provided day-to-day IT operations and systems support for three data centers, as well as installed and configured new systems While maintaining current platforms of internal servers and networking equipment. Supported Microsoft Exchange and Office 365 for 35 remote locations. Implemented best practices to drive growth and execution in a fast-paced environment. Built and scaled a high-performing team, delivering above-average results.

- Exhibited high efficiency, productivity, and innovation while resolving approximately 1100 support tickets a week
- Realized \$2m cost savings over five years through vendor negotiations due to strong customer service and communication skills
- Demonstrated strong leadership skills while supervising and training 12 highly skilled IT Window System Administrators

IT Infrastructure Administrator
Company, City, ST

01/08 – 06/15

Supported 46 domestic and international locations and coached, trained, and supervised 12 direct reports. Made recommendations on hardware and software to maintain the enterprise environment. Analyzed servers, backups, internal processes, and the overall health of the systems. Provided strategic recommendations on upgrades and changes for internal processes. Identified the emerging information technologies to be assimilated, integrated, and introduced within the organization.

- Proven ability to plan projects and resource requirements strategically, resulting in increased efficiency
- Designed and migrated 1600 users across 46 remote locations to a hybrid Office 365 solution
- Interacted with change management to facilitate the opening, tracking, and modification of existing non-critical and critical changes

EDUCATION

Master of Science in Information Systems
University, City, ST

2018

Bachelor of Science in Management
University, City, ST

2009