

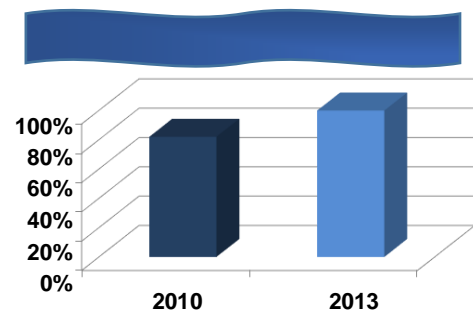
■ INFORMATION TECHNOLOGY MANAGER ■

Offer 15 years of experience directing IT operations, optimizing complex infrastructures, developing strategic business plans, and establishing technical policies.

- ☑ **EXPERIENCED TECHNICAL LEADER** skilled in directing IT teams to achieve successful continuity strategies, full-scale software implementations, and complete system upgrades with zero downtimes.
- ☑ **RESOURCEFUL PROBLEM SOLVER** able to develop innovative technical solutions that resolve the root causes of programming issues, drive network improvements, and increase IT contributions to corporate growth.
- ☑ **EFFECTIVE COMMUNICATOR** adept at partnering with senior staff and cross-functional teams to achieve goals in client services, leadership, critical event coordination, and top-level project management.

HIGHLIGHTS

<u>Technical</u>	<u>Leadership</u>	<u>Operations</u>
Data Migration	IT Policy Creation	Cost Control
Quality Assurance	Strategic Planning	Staff Efficiency
Network Stability	Team Building	Budget Planning
Continuity Planning	Financial Analysis	Technical Liaison
System Upgrades	Employee Reviews	Project Management



PROFESSIONAL EXPERIENCE

WILLIAMS & WILLIAMS LAW FIRM
Director of Information Technology

Dallas, TX
2010 – Present

Directed all technology functions for the third-largest healthcare law firm in the nation. Established IT structure and processes for this 200-employee company. Led strategic business planning, high-level project management, financial analyses, and technical administration. Managed \$1.6-million budget, including forecasting technical costs, conducting quarterly updates, and preparing year-end reports. Developed and mentored the IT team to exceed expectations; coached staff in technical problem solving, efficiency practices, and professional skills.

- ⇒ **Raised server uptime from 74.2% in 2010 to 95.9% in 2013.** Built and implemented automated monitoring tools to ensure reliable network service, rapid problem resolution, and data system integrity.
- ⇒ **Improved customer satisfaction 60.3% in the first year** by optimizing help desk infrastructure and operations; redesigned technical processes and reorganized hierarchy to improve user capabilities.
- ⇒ **Established three-year strategic technology plan.** Incorporated critical input into multi-phase action plans that supported business growth objectives, advanced existing initiatives, and enhanced daily operations.
- ⇒ **Introduced new metrics to more accurately evaluate employee performance.** Created 360-degree team productivity evaluations, quarterly progress reports, and annual departmental reviews.
- ⇒ **Balanced and prioritized multiple companywide projects,** including managing the transition to Exchange Software and related application upgrades. Served as the liaison to non-technical groups, created team plans, determined project timelines, reviewed milestones, and oversaw project deliverables.

FINANCIAL SERVICES COMPANY
Senior Information Technology Manager

Houston, TX
 2005 – 2009

Directed all aspects of technical systems, services, and support at this startup to ensure long-term stability. Aligned departmental strategies with corporate objectives; identified and resolved gaps in hardware technology. Developed and launched IT policies and protocols for end-user support. Led strategic continuity planning, budget reviews, financial administration, system migrations, network changes, and quality assurance.

- ⇒ **Optimized network and strengthened infrastructure systems** by managing system migrations, upgrading SQL databases, and designing new backup procedures. Installed a multi-layered virus/firewall defense system, routed e-mail traffic through off-site servers, and mandated IPSEC-secured VPN for remote users.
- ⇒ **Led a specialized IT task force to design and implement complex infrastructure systems.** Achieved minimal downtime and zero interruptions to productivity during companywide software upgrade.
- ⇒ **Maximized employee performance and results** by managing departmental team-building initiatives, mentoring new staff members, and launching multiple professional development projects.

ABC COMPANY
Technical Services Manager

Ft. Worth, TX
 2000 – 2004

Oversaw high-performing IT team that provided 24-hour user support. Partnered with senior management in strategic resource planning, expense forecasting, budget allocations, and cost control. Served as the subject matter expert for incident oversight, technical service, and change management. Managed staffing initiatives, hiring, and employee development; conducted performance evaluations, team training, and personnel planning.

- ⇒ **Developed the standard incident management process for the entire organization;** collaborated with an international team to define requirements and ensure successful post-implementation operations.
- ⇒ **Established effective issue resolution strategies in critical event management** and oversaw improvement initiatives for service desk optimization in order to achieve the highest quality of service.

⇒ **TECHNICAL SKILLS**

OPERATING SYSTEMS:	MS-DOS • Novell OS • Windows: NT, 2000, XP, Vista, 7, 8
PROGRAMMING LANGUAGES:	VB • VB.NET • VBScript • ASP • Visual Fox • PRO • MATLAB • SQL • T-SQL PL/SQL Infragistics • .NET 3.5, 4.0 • Java • JavaScript • JSP • HTML • DHTML • XML • PHP CSS C\C+ • C# • COBOL • Elixir • dBase • Cyclone • A++ • ACL2
APPLICATIONS:	MS Office: 2007, 2010 • MS Project • Oracle • FrontPage • Apex • Visual Studio: 6, 2005, 2008, 2010, 2015 (Dev. Preview) • Team Foundation Server (TFS) Visual Source Safe • TextPad • HEAT • Apache Tomcat • Active Reports • Crystal Reports Cronos • iReports • Subversion • Dreamweaver • GoToAssist

EDUCATION & CERTIFICATIONS

Bachelor of Science in Information Management
 UNIVERSITY; City, ST

CERTIFICATIONS: ITIL v. 3 Foundation Certification • HDI Support Center Manager Certification