

# FIRST AND LAST NAME

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## Summary

As a Senior Information Technology Manager, I have worked 20 years managing a diverse array of people, projects, and services. I possess a broad technical background, excellent communication skills, and intense curiosity. With my qualities and experience I am eager to engage in higher level management.

## Professional Experience

### Senior Manager, Information Technology

XYZ, Inc. – XYZ Division City, State August 2007 to Present  
Fortune 500 Global Manufacturing Company

#### **Responsibilities:**

- Manage all IT Operations and Services of a three-building Manufacturing, R&D and Administrative site with 400 employees
- Hire, Train, Develop, Mentor, and Manage IT staff
- Create and maintain detailed disaster recovery plans
- Supervise Corporate-shared services responsible for IT Help Desk operations, network operations, and telephony
- Manage local Datacenter, Printer/Copier Services, Desktop Support and Applications
- Perform annual Capital and Expense Budget planning and track Budget to actual during the year
- Deliver IT services and Projects under Budget

#### **Accomplishments:**

- Insourced Helpdesk Services, Network Administration, Server Administration, Security Administration, and Telephony Services to Corporate IT.  
**Result:** Supported business expansion from \$80 million revenue to over \$200 million and from 200 to 400 employees without increasing local IT staff.
- Implemented Corporate-maintained systems for Enterprise Resource Planning (SAP), Learning Management (SumTotal), Expense Reporting (Concur) and Quality Control.  
**Result:** Provided improved and expanded functionality to end users at a lower cost compared to locally maintained systems.
- Migrated data and legacy systems to City and Corporate datacenters aiding in site consolidation.  
**Result:** Reduced manufacturing headcount and decreased total floor space in upcoming years.
- Oversaw IT expansion into new building. Hired vendors to install intra-campus fiber and copper cable, office network, switch room hardware, and wireless infrastructure. Leveraged Enterprise teams to configure Cisco switches and VOIP telephony expansion.  
**Result:** Increased office and meeting space.
- Supported Manufacturing expansion into cost-reduced geography. Documented systems required to support Manufacturing and negotiated systems support with sister company in XYZ Country. Managed team of Divisional and XYZ Country IT resources to facilitate Supply Chain system and process changes.  
**Result:** Production transition and reduced Cost of Goods Sold by 10%.
- Proactively upgraded conference room networking, video presentation, and telephony capabilities to support real-time collaboration during critical FDA inspection.  
**Result:** Site passed inspection and IT received Executive acknowledgement for providing excellent support and services.
- Reengineered labeling software that was based in legacy Visual Basic 6 to Microsoft .Net platform and added functionality to enable extensibility and simplify operation.  
**Result:** Reduced internal support incidents from one per week to 6 per year and manufacturing workstations from three to one.
- Stabilized IT infrastructure with completed projects: replaced Dell network switches with Cisco managed switches, replaced legacy PBX with VOIP telephony, upgraded datacenter with remote management technology and redundant power, supplanted aging servers with VMware virtual cluster, increased server storage, and installed offsite data replication.  
**Result:** Increased performance and improved reliability and recoverability.

- Cancelled unnecessary communications services.

**Result:** Over \$10,000 saved annually.

## **Manager, Information Technology**

XYZ Company - City, State January 2002 to July 2007

### **Key Results and Responsibilities:**

- Led site implementation of MD&D sector-wide project creating a single SAP system for all order-to-cash processes. Developed \$3.1MM capital appropriation, assembled internal project team, and hired and manage four-person IBM technical development team. Made key decisions as member of executive and regional leadership teams.
- Created Information Technology Strategic Roadmaps for all functions to align IT with business strategy. Fostered relationships with departments including Sales, Customer Care, Supply Chain, Operations, Manufacturing, Quality Assurance, Marketing, and Finance. Business systems supported included Enterprise Resource Planning, Finance and Accounting, Customer Relationship Management, Field Service, Sales Force Automation, Commissions Payments, Intranet, and Internet.
- Hired, managed, and developed staff of two Senior Analysts and one IT Coordinator who partnered with many departments and lead their own projects and delivered business solutions. Managed new employee IT on boarding process.
- Teamed with Company corporate IT organizations that provided end user support for standard business applications, network and hardware infrastructure. Escalated issues on behalf of business partners to ensure high customer satisfaction and timely resolution.
- Completed Six Sigma project that automated shipping and warehouse processes and reduced shipping cycle time by more than 50.
- Designed ASP's Sarbanes Oxley compliance for IT including change management and development lifecycle processes. Earned Standards of Leadership award for contribution.
- Co-led implementation of new Field Service system brining enhanced functionality to 50 end users and increasing productivity.

## **Senior Consultant**

XYZ Consulting, City, State February 2000 to January 2002

### **Key Results and Responsibilities:**

- Produced full development cycle software projects for clients in the Dot Com, Shipping/Freight Handling, and Staffing industries.
- Communicated project status to clients and maintained positive relationship with clients to ensure project completion and satisfaction.
- Invented patented (Patent # here) software for automatically processing faxes into a database.
- Programmed client-side, browser-based application for freight-forwarding documentation software that interfaces with U.S. Government Foreign Trade Statistics system

## **Senior Programmer/Analyst**

XYZ Company, City, State October 1996 to January 2000

### **Key Results and Responsibilities:**

- Led company's Year 2000 compliance IT efforts and supervised application development team. Y2k produced no system issues.
- Created, implemented, and supported sales-analysis data warehouse drastically improving marketing and sales information flow throughout company.
- Designed, tested, and implemented business and manufacturing software applications. Performed ad hoc queries and diagnosed and repaired software bugs.
- Provided support for 60 concurrent users of Epicor Man - Fact II and custom applications.
- Led transition of IT functions and data to Company corporate office during the closure of the plant

## **Education and Training**

**B.S. in Information Technology**, University Name, City

1992

**Six Sigma Greenbelt Certification**, Company Name

2004

**Management Fundamentals Level I**, Company Name

2006