

Magdalena Labadie

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EXPERIENCE

SUPERVISORY INFORMATION TECHNOLOGY SPECIALIST

New York, NY

01/2014 – present

- Developing or refining organizational performance measurement or security metrics
- Providing solutions and problem resolution to customers, with a strong sense of commitment and drive towards customer service; AND
- Providing cyber security support, such as risk benefit analysis of information technology security
- Providing solutions and problem resolution to customers, with a strong sense of commitment and drive towards customer service
- Collaborating with all levels of senior management at multiple organizations to meet organizational IT goals and expectations
- Serving as point of contact for all IT FMBT initiatives development and implementation
- Presenting technical and non-technical information to peers, managers, and executives and working collaboratively across large enterprises or industry sectors

REGIONAL INFORMATION TECHNOLOGY SPECIALIST

Philadelphia, PA

05/2010 – 09/2013

- Ensure that all user service requests are logged, processed and monitored according to company procedures and within SLA
- Manage one's own time in order to balance incident workload and drive progress of non-incident projects and initiatives
- Become a subject matter expert for various products used within the business
- Navigate the internal IT organization to proactively obtain information about internal and third party applications, in order to quickly organize incident response teams in the event of technology outages
- Will be assigned to a variety of business units to act as the technical point of contact. The Specialist will be responsible for day to day technical support and global IT projects for the business
- Provide regular status reports to management
- Ensure documentation is kept up-to-date and accurate

INFORMATION TECHNOLOGY SPECIALIST

New York, NY

09/2007 – 03/2010

- Develop and manage effective working relationships with both internal and external customers who use the case management and financial management systems
- Develop or assist in the development of physical database design, addressing performance criteria and standards
- Work closely with General Manager to oversee and manage daily operations to meet established goals
- Develop and implement programs to ensure that systems, network, and data users are aware, understand, and follow network IA policies and procedures
- Project Manager -Providing support for IT activities that relate to technical and non-technical enterprise IT project management functions
- Assist management with budgeting, staffing and purchasing for the IT Network Services Team
- Shall work with the Network engineering and IA section to coordinate all VTC-related network changes well in advance of implementation

EDUCATION

GEORGIA SOUTHERN UNIVERSITY

Bachelor's Degree in Computer Science

SKILLS

- Work closely with a team with other highly skilled computer science and information technology professionals to deliver top-quality IT solutions
- High level of attention to detail, ability to multi-task and strong leadership skills
- Demonstrated proficiency in several areas of the professional function
- Knowledge of supervisory principles and practices and the ability to implement them
- Strong work ethic, a great sense of humor, high judgment, technically curious, and team-oriented
- The ability to improvise and keep moving forward when ideal solutions are not available
- Dependable and have an excellent attendance record
- Strong conceptual and analytic skills with the ability to independently drive timely resolution of complex issues
- Knowledge of .NET Framework and ability to work with C#, ASP.NET, WCF, MVC and ADO.NET
- Computer proficiency with applicable software applications (for example Microsoft Office, CAD, Adobe Suite, programming)