

# JOHN SMITH

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## PROFILE

### I.T. DIRECTOR • SENIOR MANAGER

*Focused on providing value to clients in intensely-competitive industries*

Offering a career chronicled by well-earned promotions at an industry leader that prides itself on optimizing its full range of products and services to its valued clientele, investigating new business opportunities, and maximizing its competitive strengths for long-term success. **History of excelling in introducing organizational change, accelerating customer service levels, and leveraging existing technology and knowledge base with internal resources to facilitate business excellence and competitive advantage.** Expert in aligning technology strategies with corporate goals and driving major initiatives through dispersed and complex enterprises.

Ranked by direct reports and business leaders as one of the company's top managers out of 30 colleagues based on proven effectiveness in consensus building, partnering with senior business leaders, and working collaboratively at all levels to assess, plan, and implement workable IT solutions. A friendly and approachable "go-to resource" who brings subject matter expertise in I.T., accounting, and finance. Familiar with databases (Sybase, Oracle, MS Sequel Server), ERP packages (SAP, J.D. Edwards), and Reporting Tools (Cognos Reporting, Business Objects).

## AREAS OF EXPERTISE

- |   |   |
|---|---|
| • Strategic Planning / Visioning & Tactical Execution | • Team-Building & Front-Line Leadership       |
| • ITIL Methodology / Problem & Change Management      | • Manpower Planning & Scheduling              |
| • SLA Authoring & Resource Allocation                 | • Software & Application Lifecycle Management |
|   | • Expense Budgeting & Forecasting             |
|   | • Technology Upgrades                         |

## PROFESSIONAL EXPERIENCE

TransCanada

1990 – 2010

**2005 – 2010: I.S. Manager – U.S. PipeLines West, Portland (OR)**

In light of TransCanada acquiring U.S. PipeLines West, personally sought out by Director of Applications Support to step into this newly-modified role and help this line of business earn SOX certification – all while replacing both the existing Director and Manager. Led, motivated, and energized a 7-person team who supported the commercial suites for 5 gas pipelines operated by the Portland office.

- Elevated customer satisfaction every year according to an externally-conducted IS Customer Satisfaction Survey. Played an active role in boosting satisfaction from 62% in 2005 to 100% in 2008
- Devised the IS strategy and timeline to integrate 4 commercial suites for 10 pipelines managed in Portland (2), Omaha (1), and Houston (1)
- In just 1 year, revitalized lackluster team morale into a high-performing entity whose requests receive priority attention
- Lowered software maintenance fees 30% by reviewing the license agreements and changing applications to site-licensed software