

EXPERIENCE

INFORMATION TECHNOLOGY SERVICES DIRECTOR

Philadelphia, PA

12/2015 – present

- Maintains both technical and managerial currency through continuous learning
- Responsible for overall performance of the unit, including budget and resources, timeframes, scope and outcomes
- Manages and oversees all unit work activities including planning, budgeting, reviewing and personnel actions
- Coordinates unit participation in major University-wide technology development and implementation projects. Collaborates actively across all Libraries and IT Services units, and with academic units and other support units
- Reviews new software/hardware offerings and trade literature in order to identify technologies and IT strategies of interest to the University, its client community and departments
- Represents the unit in higher-level university committees, policy development groups, cross-unit management coordinating committees, or cross-unit initiatives. Represents the university on external boards or committees related to unit responsibilities
- Communicates IT strategy and plans throughout the organization, including management groups and professional staff

INFORMATION TECHNOLOGY SERVICES OPERATIONS MANAGER

Phoenix, AZ

12/2010 – 08/2015

- Participate in planning process including justification of planned staffing levels
- Responsible for maintaining a safe workplace and ensuring that safety is the highest priority in the workplace
- Manage a staff of direct and indirect resources for their assigned operations and maintenance tasks and managing staff levels and forecasts
- Work on continuous performance improvement initiatives
- Coordinate business approval of production migrations and IT infrastructure changes
- Provide leadership in critical issue resolution
- Coordinate select IT initiatives within the CJFLCC-I operations groups

SUPERVISOR, INFORMATION TECHNOLOGY SERVICES

Chicago, IL

04/2004 – 08/2010

- Takes personal responsibility for making tough decisions, meeting commitments and ensuring expected results are achieved
- Proven leadership in defining, developing, and supporting technical infrastructures or business applications
- Create an empowering and enriching work environment for maximum performance and results
- Basic computer proficiency with a working knowledge of Microsoft Office WORD, Excel and Outlook
- Actively solicit and encourage innovation, process improvement, and varying points of view
- Stay self-directed and focused on activities and outcomes that benefit the customer
- Understands how their application/infrastructure affects overall ITS

EDUCATION

TOWSON UNIVERSITY

Bachelor's Degree in Business

SKILLS

- Proven experience working with Zuora billing and experience in cloud platform design and usability would be desirable
- Evidence of your IT problem solving skills in action combined with your excellent customer service skills and excellent written and verbal communication skills
- Knowledgeable of sales pipeline management and sales and revenue quotas
- Strong customer interface and presentation skills, with a Customer Focus attitude
- Solid understanding of Avanade solutions, Microsoft products and technology services, Accenture industry solutions and of competitive offerings
- Able to skillfully navigate through negotiation phases
- Able to leverage network of inside and outside contacts to increase influence
- Proficient Account Planning skills (utilizing the global standard account plan document)
- Strong understanding of the software development lifecycle (SDLC) and exposure to software development projects
- Proven ability to act as the intermediary between business stakeholders and technical development teams