Vice President Of Operations

ROBERT SMITH

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Objective

Accomplished Vice President Of Operations with 15 years of experience leading teams through all software development phases; from requirement gathering and analysis to design, implementation, testing and support; defined long term technology strategy and roadmap for the team. Leverages passion for technology and problem-solving capabilities to develop innovative technical solutions. Successful track record in collaborating cross-functional and business teams and executing large-scale projects that deliver immediate results and sustainable gains.

Skills

Graphic Design, Marketing Coordinator, Adobe Creative Suites, Microsoft Office, Inventory Management, Creative Direction

Work Experience

Vice President Of Operations

ABC Corporation - 2014 – Present

- Recruited by CIO to transform and manage information technology environments with legacy hardware, software, systems, and infrastructure, upgrade end-to-end systems and processes and develop an IT strategy based on best practices that enhances operations and simplifies integration between disparate systems and processes.
- Created and executed high quality, customer-centric and cost conscious it strategy that produced $1.1m savings within the first six months.
- Implemented a highly available server and storage virtualization, telecommunications and data network infrastructure which improved it system availability by 60%.
- Immediately addressed disconnect between it and business stakeholders by establishing a formal process to improve communication, consensus building and project management.
- Automated critical IT functions, established hardware and software standards and renegotiated existing vendor support agreements that lowered annual it costs by 30%.
- Maintained 99% customer satisfaction with it services by negotiating service level agreements with key business stakeholders and establishing measurable goals for it performance.
- Redesigned and aligned it operations with ITIL best practices which reduced it support timeframes by 30%.

Vice President/Office Manager

ABC Corporation - 2004 – 2014

- Developed and oversaw the implementation of long and short-term strategic and operational plans for software products development and IT infrastructure that align with the organization’s strategic priorities and business needs.
- Implemented processes and metrics to ensure the software development organization is extremely efficient and focused, and that the products are market-ready, highly reliable, scalable, and maintainable that adhere to industry standards for architecture, security and best practices.
- Took a hand-on approach to the software development lifecycle to demonstrate ownership and accountability of the entire product delivery process.

- Communicated proactively, clearly and completely with team members, cross-functional teams, executive committee (EC), and strategic partners to provide product delivery requirements, product roadmap statuses, impediments, and product performance data.
- Leveraged and transcended the existing IT infrastructure environment to create a new, more modern architecture to support future strategies and evolving needs.
- This is Dummy Description data, Replace with job description relevant to your current role.
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Education

BA in History - 1990(University Of California Santa Cruz - Santa Cruz, CA)AA in History - 1988(West Valley Junior College - Saratoga, CA)Negotiating Training - (Karrass Negotiating Training - Pittsburgh, PA)