

## Objective

A highly motivated Information Technology professional with 20+ years of progressively responsible experience in Information Technology project management, systems administration, customer service and Information Assurance. Serve as senior IT representative for the FBI Washington DC Field Office. Extensive experience in briefing senior management on technical and non-technical issues, developing policies and standards as well as the development of professional relationships and providing exceptional customer service.

## Skills

Manager, Project Management, Supervision, Hiring, ITIL, IT, Customer Service.

## Work Experience

### Associate Data Center Manager

**ABC Corporation** - February 2011 – March 2014

- Responsible for personnel management and tasking of 9 employees (six government employees and two contract employees) including completion of personnel evaluations under Army TAPES system.
- Responsible for developing staffing requirements and hiring criteria for technical employees Information Management Planning and Administration Develops and analyzes policies and standards in accordance with Department of Defense (DoD) and Army directives for information systems and services to improve customer response and reducing required resources.
- Evaluated resource utilization against available resources and mission requirements to achieve maximum efficiency and customer satisfaction.
- Contracted Source Selection Board Member.
- Enterprised Information Systems Responsible for the migration of 7000 email users from local Exchange to Defense Information Systems Agency (DISA) cloud email.
- Responsible for managing projects, meeting with internal customers to resolve issues, server installation, data center operations, LAN and WAN .
- Managed direct report by providing daily direction and performance evaluation Data center daily administration, oversight and maintenance Installed .

### Data Center Manager

**Delta Corporation** - 2010 – 2011

- Supervised the daily operations of 15+ people in the IT Departments serving domestic and international Newswires, Print Market Data, Mainframe, Web .
- Included enforcing process execution with staff to better evaluate the quality, timeliness and accuracy of all departmental processes Implemented and .
- Managed the IT, Data Center, and Engineering LAB environment Managed Multiple Data Center Colocations, Vendors, Asset Inventory, Contracts and .
- Built and managed a global team with follow the sun support model Managed Capacity planning, Budgeting, Purchasing, Deployment and Allocation of .
- Implemented virtual desktop technology for entire firm Implemented firm wide audio visual systems Created co-location for REDW disaster recovery .
- Design, manage, and train on audio visual strategy.

- This is Dummy Description data, Replace with job description relevant to your current role.

## Education

M.S. in Information Systems - (Virginia Commonwealth University)