

ROBERT SMITH

System Manager II

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Proven leadership and relationship building skills Accomplished in leading and building teams and motivating staff to foster a positive and productive work environment Self-motivated with a clear sense of urgency to deliver results Strong planning and problem-solving skills Excellent knowledge of manpower planning and scheduling in a customer service environment.

CORE COMPETENCIES

Software Development, CoBOL, Visual Basic, WEB Developer, Computer Repair, Networking, Management, Microsoft Office.

PROFESSIONAL EXPERIENCE

System Manager II

ABC Corporation - June 1995 – March 2013

Key Deliverables:

- Responsibility for IT Strategy, planning and budgeting, operations, service level, vendor relationship and team management.
- Managed IT projects, people, resources and activities in the region.
- Managed a team of five off-shore programmers that were responsible for coding application modifications.
- Responsible for development and maintenance of the Yield Forecast applications.
- Managed various projects that interfaced with eight systems to produce a rolling six-week forecast that created a savings of \$5-\$10 million a year .
- Managed the relationships between the Application Managers and the Booking Agents.
- Managed the computer and telecommunications systems for 42 libraries in Western Colorado.

System Manager

Delta Corporation - 1993 – 1995

Key Deliverables:

- Managed a 5 county service area overseeing all installations, modem installs, drop buries, aerial and underground construction for a major .
- Communications Specialist working on aircraft communications and transitioning the PRC-112 Pilot Survival radio from the Aviation community to the .
- Supervised civilian and military personnel and represented Army Aviation and the Project Manager for Abrams Tanks in developing the Force XXI Battle .
- Supervised a team of DP professionals including an assistant programmer and an operator.
- Maintained (debugging/enhancements) three RPGII applications comprising an ERP system and created and implemented a software change management system.

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- Responsible for all computer equipment and DP supply purchases, system configuration and twinax cabling of new devices at three sites, and all .
- Instrumental in the installation, setup, and maintenance of a MACII computer for catalog development.

EDUCATION

- BBA in Management - (University of Texas at Brownsville and Texas Southmost College - Brownsville, TX)