INFORMATION TECHNOLOGY MANAGER

Qualifications

- Strong communication skillsWeb application design
- Working independentlyHTML
- LeadershipAdobe Acrobat Professional
- IT GovernanceAdobe Photoshop
- Requirements gatheringAdobe Dreamweaver
- Software Development Life CycleWindows Server 2008
- principles (SDLC)Windows Server 2012
- Project ManagementActive Directory
- System administrationSQL
- Help desk administrationMicrosoft Office
- Database DesignSAP Business Objects/Web Intelligence
- Microsoft SharePoint ASP.net, business operations, C++, database development, disaster recovery, forms
- development, grants development, HTML, computer support, marketing materials, Microsoft
- Access, Microsoft SQL Server, Oracle database, PL/SQL, personnel management, purchasing,
- report writing, requirements gathering, SQL, strategic planning, user manuals, training materials,
- troubleshooting, upgrade, web development, workflow

Experience

Information Technology Manager
April 2005 to Current Company Name - City , State

- Managed computer support staff of college serving over 150+ employees Responsible for planning and implementation of major modifications/upgrade to the entire computing environment of the college Involved in IT Governance efforts of the campus to develop infrastructure and security policy Overseen help desk support which included troubleshooting hardware, software and Windows servers Managed multiple projects (varying in scope, time frame and difficulty) to develop applications or other IT solutions for various needs of the Faculty, staff and students.
- Administer data needs of the college including data security, database development/maintenance and report generation Responsible for the purchasing appropriate computing equipment that would fit the various needs of the college Faculty and staff.

System Analyst
June 2003 to April 2005 Company Name - City , State

- Managed efforts of staff to accomplish various tasks related to new system migration project.
- Generate SQL for data population and complex report writing using PL/SQL and Crystal Reports 9 to accommodate new system migration project.
- Maintain and improve existing databases used to manage every-day workflow.
- Created several tools using Visual Basic and SQL to assist over 80+ Housing Specialists improve accuracy of data files needed for mandatory reporting to the federal government.

Graduate Assistant-Technical Writer
January 2002 to May 2003 Company Name - City , State

- Developed user manuals and training materials for computer systems used by police.
- personnel.
- Tested web and client server applications to ensure that user requirements were met.
- Utilized web development tools to create on-line user's manuals.

Co-Founder, Business Manager
December 2001 to Current Company Name - City , State

- Managed all aspects of business operations of non-profit performance arts organization.
- Developed marketing materials for release to community entities.
- Wrote grants to secure funding for youth and out-of-school time programs.

Applications Developer
October 2000 to July 2001 Company Name - City , State

- Documented user requirements for the rewriting of existing billing systems that tracked.
- resource usage of an internal service group to the entire global organization.
- Lead development team in requirements gathering tasks.
- Provided support for billing systems involving troubleshooting complex queries.

Programmer Analyst
June 1995 to September 2000 Company Name - City , State

- Performed tasks in allstages of the system development life cycle of a disability claims system including user specifications, functional designs, and technical designs.
- Created Oracle database objects (views, queries, PL/SQL, and SQL) to satisfy the reporting needs of end-users.
- Developed testing strategy and lead testing team responsible for all testing stages of large disability claims system.

Education
Master of Science : Management Information Systems , May 2003 University of Illinois - City , State Management Information Systems
Bachelor of Science : Information and Decision Sciences , May 1995 University of Illinois - City , State Information and Decision Sciences

Skills
ASP.net, Active Directory, Adobe Acrobat, Adobe Dreamweaver, Adobe Photoshop, application design, arts, billing systems, Business Objects, business operations, C++, client server, Strong communication skills, hardware, CrystalReports 9, databases, databasedevelopment, database development, Database Design, disaster recovery, forms, frame, functional, government, grants, help desk support, Help desk, HTML, computer support, Leadership, marketing materials, MicrosoftAccess, Microsoft Office, Microsoft SharePoint, Windows, migration, Oracle database, PL/SQL, personnel, personnel management, police, profit, Project Management, purchasing, report writing, reporting, Requirements gathering, SAP, SDLC, servers, Software Development, Microsoft SQL Server, SQL, strategy, strategic planning, System administration, user manuals, training materials, troubleshooting, upgrade, Visual Basic, Web Intelligence, web development, Windows Server, workflow

Affiliations
Quality-driven Information Technology Manager with over 10 years experience aligningbusiness systems with business policies and guidelines while managing IT support andapplication development operations. Looking to bring strong management, analytical andproblem-solving skills to an industry-leading technology company.