INFORMATION TECHNOLOGY MANAGER

Summary

Successful fifteen years of experience in IT Management and Technical Support. Skilled in installation, configuration, migration and implementation of server platforms. Dedicated IT Manager well-versed in analyzing and mitigating risk and finding cost-effective solutions. Experience in strategic planning, designing and budgeting for new products. Excellent troubleshooting skills in network, servers and software applications.

Highlights

- Leadership and Vision
- Network InfrastructureHardware and software upgrade planningProject trackingBudgeting and resource management
- Active Directory, Adobe, Antivirus, Backup Exec, Backup, Budget, business processes, call
- center, capacity planning, Cisco, computer assembly, Hardware, contracts, DAS, Direct
- Attached Storage, Database, Dell, Dell Servers, Designing, Desktops, Documentation, Firewall,
- HP, hiring, information systems, ISO 9000, leadership, Linux, Logistics, Mac, MAC OS,Managing, Access, Microsoft Certified Professional, Microsoft Exchange, Microsoft ExchangeServer, Microsoft Office Professional, office, Microsoft Project, Microsoft Visio Professional,
- Windows 7, Windows 8, Windows, NAS, Network Attached Storage, Enterprise, Network
- Printers, Network, Networking, new product development, Operating Systems, PBX, PCI,Phone System, policies, Project Management, quality, quality assurance, quality improvement,QuickBooks Pro, Research, Robotic, safety, Storage Area Network, SAN, scheduling, Servers,Microsoft SQL, Microsoft SQL Server, Symantec, teamwork, technical analysis, phones,Troubleshooting, Visio Professional, vision, WAN, Web Portal

Experience

Information Technology Manager
July 2000 to Current Company Name － City

- Provide leadership, vision and management to the IT department.Develop Capitol Budget, monitor and approve department expenditures.Manage, monitor and maintain network infrastructure.Manage Phone System, including call center and office phones.Manage all hardware and software configuration, installation and maintenance.Manage IT Staff, scheduling, performance review, training, hiring, termination anddisciplinary action.Maintain (PCI DSS) Payment Card Industry Data Security Standards of information.
- systems.Research new technologies and calculate future needs to achieve capacity planning.Perform technical analysis to improve business processes to save cost and time.Manage technology documents, maintenance agreements & service contracts.

Computer Manufacturing Supervisor
September 1998 to September 1999 City

- Supervised a team of 25 computer assemblers, 3 testers and 6 technicians.Organized computer assembly and testing for daily production.Implemented procedures for safety, performance and policies.Ensured all employees were trained in the process of manufacturing.Monitor software and hardware evaluation to ensure compatibility.
- Managed Documentation Control for all hardware and software.Provided resolutions to engineering, Logistics and Management.Coordinated daily resolutions of issues through team-effort and effective communication.

Quality Assurance Supervisor
April 1995 to March 1998 Company Name － City

- Supervised a team of 15 Computer quality inspectors and 8 software evaluators.Hired, Interviewed and promoted candidates for new positions.Coordinated quality assurance of new product development and proto-types.Monitored software and hardware compatibility and reliability.Managed Documentation Control for all hardware and software.Monitor

schedules, training, expenditure and documentation.Interview vendors for devices, parts and components evaluation.Counseled employees to improve morale, productivity and teamwork.Interpreted instructions for the ISO 9000 compliance.Implemented procedures for safety, performance and policies.Maintain effective communication channels for quality improvement.Assessed product viability and planned improvement and modifications.

Education

Bachelor of Science : Information System , December 2000 University of Phoenix Information System

Information SystemMicrosoft Certified Professional, Tech Skills : June 1999

Associate of Science : Computer Technology , June 1993 American River College Computer Technology

Accomplishments

- Guided company to comply with PCI Data Security Standard and got it certifiedMigrated Analog phone system to VOIP, saving over $40k a year in costMigrated 80% of physical servers to Hyper-V to save cost and improve productivity.

Skills

Active Directory, Adobe, Antivirus, Backup Exec, Backup, Budget, business processes, call center, call center, capacity planning, Cisco, computer assembly, Hardware, contracts, Direct Attached Storage, DAS, Database, Dell, Dell Servers, Designing, Desktops, Documentation, Firewall, HP, hiring, information systems, information systems, ISO 9000, Leadership, Linux, Logistics, Logistics and Management, Mac, MAC OS, Managing, Access, Microsoft Certified Professional, Microsoft Exchange, Microsoft Office Professional, office, Microsoft Project, Microsoft SQL, Microsoft Visio Professional, Windows 7, Windows 8, Windows, Enterprise, NAS, Network Attached Storage, Network Printers, Network, Networking, new product development, Operating Systems, PBX, PCI, Phone System, policies, Project Management, quality, quality assurance, quality improvement, QuickBooks Pro, Research, Robotic, safety, Storage Area Network, SAN, scheduling, Servers, Microsoft SQL Server, Symantec, teamwork, technical analysis, phones, Troubleshooting, upgrade, Visio Professional, vision, Web Portal, WAN