### CAI Contact

Insert name and contact information for the CAI Contract Manager listed on the VectorVMS requirement. For ease of reference, the Contract Managers’ contact information appears below.

**Tim Brodrick**

Phone: 678-427-3660

Email: [Timothy.Brodrick@cai.io](mailto:Tim.Brodrick@cai.io)

or

**Susan Lewis-Yizar**

Phone: 678-427-3349

Email: [Susan.Lewis-Yizar@cai.io](mailto:Susan.Lewis-Yizar@cai.io)

or

**Tommy Tompkins**

Phone: 501-249-6388

Email: [Tommy.Tompkins@cai.io](mailto:Tommy.Tompkins@cai.io)

### INFORMATION TECHNOLOGY MANAGER

### Employment History

• Information Technology Manager , 03/2013 to Current Company Name ï¼​ City , State  
• Managed a four-person local IT team, allocating resources to ongoing projects and enforcing deadlines.  
• Drove business KPIs through rapid iteration of customer-facing product features.  
• Leveraged in-depth understanding of end-to-end customer experience to identify pain points and latent customer needs.  
• Collaborated with the global team to resolve IT support cases.  
• Build and maintain a staff of five & terminate for cause one employee.  
• Create and audit processes interlocking with other teams, adjust as required.  
• Manage travel and budget for staff on-site visits.  
• Ownership of SaaS customers in North America, Canada and Australia.  
• Defined project deliverables and monitored status of tasks.

### Education

• Master of Science : Business Information Technology , 2018 DePaul University ï¼​ City , State  
• Bachelor of Science : Network and Communications Management , 2009 DeVry University ï¼​ City , State