### 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**

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or

**Tommy Tompkins**

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### 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.

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### 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

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