

IT Manager Client Service IT Manager Client Service IT Manager Client Service - Albuquerque Public Schools Albuquerque, NM Sponsorship required to work in the US Work Experience IT Manager Client Service Albuquerque Public Schools October 2016 to Present Managed end user support for Enterprise level LAN, WLAN, & WAN for 100,000 customers with coordination of Tier 1, Tier 2, and Tier 3, support. Key contributor to the reorganization the Technology Client Services Department from 14 employees to 50+. Meeting the demands of an Enterprise level company. Centralized the Technology Client Services Department into a hybrid Service Management Department with user management as the primary focus. Upgraded the Service Management System, while implementing new work flows for company. Developed and implemented new process and procedures. Maintained multiple IT projects for system and program creation and development. Partner with the State of New Mexico to develop and establish professional IT custom programs, to meet progressing requirements of the industry. Responsible for purchase, distribution, configuration, support, and troubleshooting of client hardware, software, peripherals, and processes including; desktops, laptops, mobile devices, cloud resources and a variety of other network hardware and software. Maintaining budgets of over \$2M for staff salaries. Project Manager/ IT Consultant The New Fit - Albuquerque, NM 2013 to Present Instrumental in defining and building the branding project from conception to implementation. Evolved business plan as growth and expansion occurred. Lead a group of individuals consulting on IoT and key projects to boost the brand's profitability and efficiency. Conduct studies to best understand the target audience and the local competition. Review the current operations to identify opportunities for improvement and to build long-term strategies. Consult on all technological implementation, concerns and concepts. Developed brand from conception to delivery, business plan, technology plan, and structural layout designs. Conducted operational studies resulting in the redistribution of manpower and space value to better optimize the concept and rental area. Planned, organized, and conducted operations analysis activities of the company structure to maximize efficiency. Consult by providing direction for scheduling clients and employees, establishing goals and projecting outcomes for development and long-term improvement. Analyzed such areas as,

personnel and equipment utilization, forms design and functions, systems, procedures, and policies to determine necessary base line for modifications and/or improvements over time. Education B.S. in Information Technology Western Governors University February 2018 Certificate University of Phoenix M.Ed. in Instructional Design Technology American Intercontinental University B.A. in Psychology/Criminology and Criminal Justice University of Maryland at College Park - College Park, MD Links <http://www.linkedin.com/in/SeanCEndler> <http://www.cybersud0.com>

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