

IT Business Director IT Business Director IT Business Director - Fort Worth, TX Haslet, TX

Seasoned IT professional with comprehensive business/technical skill set and expertise in business process automation/management, process improvement, systems integration, requirements analysis, workflow design, project management, leadership, process modeling, testing/quality assurance, customer service, and vendor relationships. ? Proficient problem-solver who envisions business and technical perspectives to develop workable solutions. ? Motivated achiever who guides organizations in applying technology to business settings, provides added value, and creates project deliverables in a timely manner.

Work Experience IT Business Director Caregiver, Inc. - Fort Worth, TX Present Provide departmental direction and full design, installation, engineering, implementation, support, training, administration, and management of network services, desktop systems, cloud systems, and desktop support Effectively manage a team of over 20 IT professionals supporting teams in Business Reporting, Database Applications, Enabling Technology, Help Desk, Networking Security, Telecommunications, and Web/Mobile Accountable for enterprise systems and field applications supporting over 3,600 employees across the U.S. Efficiently manage a \$5 million operational budget and \$3 million capital budget.

IT Assistant Manager Kenneth Copeland Ministries - Newark, TX August 2013 to September 2017 Assistant Manager of 20+ IT professionals in a mid-size non-profit organization. The department includes teams in Web/Mobile, Telecommunications, Networking Security, Database Applications, Help Desk, and Business Reporting. Accountable for systems and hardware deployed both locally and at special events around the USA. Manage a \$2 million capital budget and \$3 operational budget. Scope of position is expansive and includes departmental direction and full design, installation, engineering, implementation, support, training, administration, and management authority for:

LAN/WAN Network Services 24x7 Data Center Computer Operations Applications Systems Web/Internet/Mobile Design & Operations PC Desktop Systems Microsoft Systems Administration Amazon Web Services (AWS) Linux Systems Administration Database Administration Help Desk Operations VMWare/VSphere Microsoft Office IT Project Manager

Xtreme Services - Fort Worth, TX November 2011 to August 2013 schedule and execute all stages

of enterprise software, hardware and system implementations. Assessed business implications for each project phase and monitored progress to meet deadlines, standards and cost targets. Excelled in guiding the work of technical teams. Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones. Created cost-benefit analyses and ROI assessments that were used as the basis for decision-making on proposed IT implementation projects. Resolved numerous project issues including staffing shortages, tactical matters, scope creep and divergent business and user needs.

Project Lifecycle Management Enterprise Implementations System Migrations Requirements Definition & Analysis Project Scheduling Team Building & Leadership Project Budgeting Cost Controls Quality Assurance

IT Manager Strategic Dental Executives - Denton, TX May 2010 to November 2011 Deliver business services and reduce IT expenditures resulting in organizational realignment, system refinement and significant cost savings. Oversaw more than 136 projects of various sizes resulting in an on time and on budget completion rates of 96%. Streamline the IT function by separating support tasks, creating new leadership positions and implementing best practices resulting in cost savings of \$1 million.

LAN/WAN Network Services 24x7 Call Center Computer Operations CRM/ERP Applications Systems VOIP System Administration PC Desktop Systems Windows Systems Administration Active Directory Administration Digital X-Ray Administration Help Desk Operations VMWare/VSphere Citrix

IT Business Manager Entrepreneur Advisors - Henderson, NV March 2006 to May 2010 Technically proficient, business savvy leader and management professional, offering more than three years of bottom line savings including \$2 million through vendor negotiations, \$1 million in systems improvements and \$2 million in human capital reductions while delivering hundreds of large-scale projects on time and on budget.

Strategic Planning Project Management Business Solutions Capital Expenditure Planning Team Leadership Contract Negotiations Budgeting Vendor Relations

Education B.S. in Information Technology Western Governors University - Fort Worth, TX Present Skills LAN/WAN Network Services (10+ years), Microsoft Office (10+ years), Amazon Web Services (2 years), Microsoft Systems Administration (10+ years), Active

Directory Administration (10+ years), Team Leadership (10+ years), Strategic Planning (10+ years), Project Management (10+ years), Business Solutions (10+ years), Capital Expenditure Planning (10+ years), Contract Negotiations (10+ years), Budgeting (10+ years), Vendor Relations (10+ years), VOIP System Administration (10+ years), Team Building & Leadership (10+ years), Vendor Management Certifications/Licenses CompTIA A+ May 2016 to May 2019

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