

Director of IT Director of IT IT Director Huntington Beach, CA Seeking an IT leadership position where I will become an integral, lasting part of the organization using my strengths in team/ project management, innovation and customer care through process improvement, communication and integrity. Authorized to work in the US for any employer Work Experience Director of IT SOUTHERN COUNTIES EXPRESS - Rancho Dominguez, CA 2015 to Present Manage team responsible for all IT services at 5 locations including network and database administration, server and terminal services, application development, EDI, and support services. Establish & oversee development of TMS system, customer portals, dashboard metrics and EDI connectors. Expand company infrastructure from 1 location to 5. Develop policies and procedures to ensure "Best in Class" results. Manager of Application Support, EDI, Development DAMCO DISTRIBUTION SERVICES - South Gate, CA 2014 to 2015 South Gate, CA 2014 - 2015 Maersk Group's North America 3PL provider of customized freight forwarding and supply chain solutions. Manager of Application Support, EDI, Development Managed multi-site Help Desk supporting internal/external customers using our TMS, YMS and WMS. Managed in-house/offshore EDI team supporting 200+ trade partners using OpenText/GXS B2B Integration Services. Managed the .NET Application Development team in US and Canada. Migrated large reporting application for Wal-Mart to the cloud (AWS) for increased system uptime & performance. EDI Project Manager VANGUARD LOGISTICS SERVICES - Long Beach, CA 2006 to 2014 Subject matter expert on EDI mapping for ANSI X12, EDIFACT, JSON and XML (including schema design). Implemented EDI with 200+ trade partners worldwide. Project manager for B2B integration, application design, development and support. Executive reporting, team and user training, customer and vendor relations. Owner HELP CENTRAL - Huntington Beach, CA 2003 to 2010 IT consultant providing computer support for small businesses and residences. IT Support Center Manager EDWARDS LIFESCIENCES - Irvine, CA 1998 to 2003 Irvine, CA 1998 - 2003 Previously the Cardiovascular Division of Baxter International Inc., now the global leader in the science of heart valves and hemodynamic monitoring. IT Support Center Manager Transitioned the local help desk into the corporate IT Support Center. Delivered world-class first and second level support, equipment break-fix and deployment.

Established IT policies regarding computer usage and administration, electronic media and network security. Improved all SLA's by identifying strengths, redefining responsibilities, mentoring, and exercising performance plans. Streamlined the PC refresh process including deployment of 150+ laptops during offsite sales meetings. Started as Business System Analyst leading VB developers of Sales and Marketing app to in-house and remote users. Project Manager DATAWORKS, INC - Irvine, CA 1995 to 1998 Led projects to customize the MANFACT II ERP software to meet the unique needs of manufacturing customers. Responsible for all phases of SDLC having served as business analyst, developer, QA and support services. Specialized in integrating custom requirements into new software releases. Recovered troubled accounts through personalized attention, tailored project plans and honoring commitments. ? Orange Coast College, CA - Computer Science Education High school or equivalent Skills Customer Service (10+ years), Exchange (10+ years), Network Administration (10+ years), Vendor Management (10+ years), Strategic Planning (10+ years), Microsoft Office (10+ years), Management (10+ years), Call Center Management (10+ years), Application Development (10+ years), EDI (10+ years), Consulting (10+ years), Team Building (10+ years), Process Improvement (10+ years), Documentation (10+ years), Windows Server (10+ years), Information Technology (10+ years), Strategic Planning (10+ years), Project Management (10+ years), Programming (10+ years), Active Directory, IT Management, Active Directory (10+ years), Wireless (10+ years), Hardware (10+ years), VoIP, Excel Links <http://www.linkedin.com/in/jeffpatstone> Assessments Supervisory Skills: Directing Others Expert July 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: [https://share.indeedassessments.com/share\\_assignment/xdk7gy0wy52wyvbb](https://share.indeedassessments.com/share_assignment/xdk7gy0wy52wyvbb) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Ann Bright

Email: paulawilliams@example.net

Phone: 977-405-2390