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| **Brian A. Turner** | Atlanta, United States ▪ (678) 622-0236  [turnebat@gmail.com](mailto:turnebat@gmail.com) ▪ linkedin.com/in/brian-a-turner |

**Director of Information Technology**

*Innovative project and program management leader combining vast technical expertise with team-building abilities to drive technology initiatives to successful completion.*

Results-driven IT Management Professional with distinguished experience leading telecommunications operations, systems integration, network security, and system deployment. Decisive and detail-oriented team leader with a focus on exceptional client management, problem resolution, team building and management, process implementation, and systems analysis. Effectively leverages technology to meet and exceed business objectives and demonstrates exceptional problem-solving skills to streamline processes and improve efficiency. Documented successes in leading project teams to troubleshoot network applications and operating system issues to maintain security for internal clients.

Highlights of Expertise

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| * Strategic IT Planning & Development * Device Deployment & Management * Project & Program Development * Budget, Cost Control, & Revenue Generation * Process Automation & Database Management | * Product Portfolio Lifecycle * Data & Server Migration * Team Leadership & Training * Vendor Management * Continuous Process Improvement |

**Key Achievements**

* Implemented hosted services, including Microsoft Office 365 and SharePoint for Macy’s, Bloomingdales, and Blue Mercury
* Tested and deployed Microsoft Teams via an early adaption program (prior to public release) in collaboration with Microsoft.
* Achieved 98% success ratefor the email system by developing and implementing strategic support plan for 55K associate email clients, email security, and messaging collaboration platform.

**Career Experience**

**Macy’s Technology** – United States

*Enhance stability and maximize productivity by spearheading team of engineers to strengthen 600+ stores, 10+ vendors and around 120K workers globally.*

**DIRECTOR OF TECHNOLOGY** 2016 to Present

Monitor and control product development and management process by spearheading product/portfolio lifecycle. Liaise with internal and external audit compliance teams for developing email policies and governance plans and creating and implementing improvement roadmaps for deficiencies.

* Enhanced store associate productivity by 70% and elevated order accuracy and sales rate acceleration via deployment of 27K mobile devices to Macy’s and Bloomingdales stores; cultivating positive vendor relationships.
* Saved $300K in travel costs within first three months of launching Microsoft Teams for 20K colleagues and executive leadership team through deployment of Microsoft audio/video tool and planning and upgradation of enterprise audio and video systems, enabling remote capabilities for organization
* Consolidated $500K in cost savings by successfully restructuring a vendor contract.
* Provided robust support to Office 365 in stores by devising a user adoption program.
* Decreased response time to customers from 3 days to 2 hours by automating manual processes.

**MESSAGING AND COLLABORATION MANAGER** 2010 to 2011

Supervised and monitored the team in charge of executing overall architecture, development, implementation, and regulation of organization’s email, instant messages, and supporting mobility systems. Deployed process steps for development and testing of application and scripts.

* Reduced spam and malicious emails by 75% by implementing an optimized anti-spam and malware filtering tool.
* Increased response time by 50% through smooth transition of service from Blackberries to Smart phones.
* Improved system availability by 98.8% by delivering expert guidance to team accountable for troubleshooting time sensitive, critical, and high impact issues.
* Enhanced Productivity by 60% through migration from legacy email system of Lotus Notes to Microsoft Outlook.

**SENIOR DB2 DBA** 2000 to 2010

Installed, implemented, and delivered expert training to staff regarding effective utilization of Platinum DB2 tools, and DB2 tuning techniques. Provided essential facilitates to development procedure and regulated favorable production application environments.

* Supported project planning process through data modeling and implementation of database design.
* Facilitated DB2 mission critical databases and applications by delivering round-the-clock hands-on support.

*Prior Experience as* ***Senior JR DB2 DBA*** *with* ***United Airlines****.*

**Education & Credentials**

Bachelor of science (BS) in Computer Science

*Alabama A&M University, Normal, AL*

***Technical Proficiencies:*** *MS Office Tools: Outlook, Excel, Word, PowerPoint, Project, Visio, OneDive, Teams, SharePoint*