Professional Summary

Transformational Global Technology Leader with 15+ years of experience in driving strategic IT initiatives, leading cross-functional teams, and delivering high-impact projects. Proven track record of fostering collaboration, driving process improvements, and ensuring seamless service delivery.

Professional Experience

Global Technology Leader (IT09)

Inazuma.co | January 2020 - Present

Director of IT Strategy & Operations

NovaTech Inc. | June 2018 - December 2019

Key Achievements:

- Developed and executed a 3-year IT strategy, resulting in 25% reduction in operational costs and 30% increase in service delivery efficiency.
- Led the implementation of a global CRM system, enhancing customer engagement by 40%.

Responsibilities:

- Managed a team of 20 IT professionals across 3 continents.
- Oversaw IT budget of $5 million, ensuring timely and within-budget project delivery.

Senior IT Manager

Pinnacle Solutions | March 2015 - May 2018

Key Achievements:

- Spearheaded a disaster recovery project, ensuring 99.99% uptime and reducing recovery time by 75%.
- Improved IT service management processes, leading to a 25% decrease in incident resolution time.

Responsibilities:

- Led a team of 10 IT professionals in delivering IT services to a user base of 500.
- Collaborated with vendors to negotiate contracts, resulting in a 15% cost savings.

IT Project Manager

Apex Consulting | January 2012 - February 2015

Key Achievements:

- Successfully managed the rollout of a global ERP system, impacting 2,000 users across 10 countries.
- Developed and implemented a project management framework, enhancing project delivery success rate by 90%.

Responsibilities:

- Managed project budgets up to $1 million, ensuring on-time and within-budget delivery.
- Coordinated with cross-functional teams to deliver projects with high customer satisfaction ratings.

Education

Master of Science in Information Technology
Stanford University | June 2010

Relevant Coursework:

- IT Strategy, Project Management, Information Systems, Data Communications

Technical Skills

IT Management & Strategy:

- ITIL
- IT Strategy
- Program Management
- Project Portfolio Management
- IT Service Management

Project & Service Delivery:

- Project Management
- Project Planning
- Service Delivery
- Change Management

Technology & Infrastructure:

- ERP (SAP)
- CRM
- Telecommunications
- Data Center

- Active Directory

Business & Analysis:
- Business Process Improvement
- Business Analysis
- Business Intelligence
- Budgets

Leadership & Collaboration:
- Leadership
- Management
- Team Building
- Cross-functional Team Leadership
- Vendor Management
- Outsourcing

Certifications:
- PMP