

Professional Summary

Results-driven IT leader with 12+ years of experience in driving technological innovation, team management, and exceptional customer service. Proven track record of leveraging Microsoft Excel for data-driven decision making, enhancing operational efficiency, and fostering collaborative environments.

Professional Experience

IT Director (IT09)

Inazuma.co | January 2020 - Present

Senior IT Manager (IT07)

NovaTech Inc. | June 2018 - December 2019

Key Achievements:

- Successfully migrated company infrastructure to cloud, reducing operational costs by 30%.
- Developed and implemented a customer service platform, increasing customer satisfaction ratings by 25%.

Responsibilities:

- Managed a team of IT professionals.
- Coordinated with cross-functional teams for project implementations.

IT Team Lead (IT05)

Pulse IT Solutions | March 2015 - May 2018

Key Achievements:

- Improved team productivity by 40% through process automation and training.
- Designed and deployed a company-wide Microsoft Excel training program.

Responsibilities:

- Led a team of junior IT professionals.
- Assisted in project planning and execution.

IT Support Specialist (IT03)

ByteSize IT | January 2012 - February 2015

Key Achievements:

- Consistently achieved a 95%+ customer satisfaction rate.
- Developed a knowledge base for common IT issues, reducing resolution time by 20%.

Responsibilities:

- Provided first and second-line IT support.
- Participated in small-scale project deployments.

Education

Bachelor of Science in Information Technology

Stanford University | December 2011

Technical Skills

Software:

- Microsoft Excel (Advanced)
- Microsoft Office Suite
- Project Management Tools (Asana, Trello)

Soft Skills:

- Customer Service
- Team Management
- Leadership
- Communication

IT & Technology:

- Cloud Computing (AWS, Azure)
- Network Administration
- Database Management (MySQL, MongoDB)