

Professional Summary

Results-driven IT leader with 12+ years of experience in driving technological innovation, leading high-performing teams, and delivering strategic solutions. Proven track record of leveraging AutoCAD and other technologies to enhance operational efficiency and drive business growth.

Professional Experience

Director of IT Infrastructure (IT09)

Inazuma.co | January 2020 - Present

Senior IT Manager (IT07)

NovaTech Inc. | June 2018 - December 2019

Key Achievements:

- Successfully led the migration of the company's data center to a cloud-based infrastructure, resulting in a 30% reduction in operational costs.
- Developed and implemented a comprehensive IT disaster recovery plan, ensuring 99.99% uptime for critical business systems.

Responsibilities:

- Managed a team of IT professionals in providing 24/7 support for all IT systems.
- Collaborated with cross-functional teams to identify and implement technology solutions that met business needs.

IT Team Lead (IT05)

Pulse IT Solutions | March 2015 - May 2018

Key Achievements:

- Designed and implemented an AutoCAD-based solution for the company's engineering department, enhancing design productivity by 25%.
- Developed and delivered IT training programs for new hires, resulting in a 40% reduction in onboarding time.

Responsibilities:

- Supervised a team of IT technicians in resolving technical issues and providing support.
- Participated in the development of IT policies and procedures to ensure compliance with industry standards.

IT Support Specialist (IT03)

TechForge Ltd. | August 2012 - February 2015

Key Achievements:

- Consistently achieved a 95% first-call resolution rate, exceeding departmental targets.
- Assisted in the deployment of a new helpdesk system, streamlining support ticket management.

Responsibilities:

- Provided technical support for hardware, software, and network issues.
- Documented technical knowledge base articles to aid in future troubleshooting.

Education

Bachelor of Science in Computer Science

Stanford University | June 2012

Technical Skills

Software:

- AutoCAD
- Microsoft Office Suite
- Google Workspace

Programming Languages:

- Python
- Java
- C++

IT Service Management:

- ITIL Foundation Certification
- ServiceNow

Cloud Platforms:

- Amazon Web Services (AWS)
- Microsoft Azure