Professional Summary

Transformational ICT Executive with 18+ years of experience driving customer satisfaction, support, and process improvements in complex, multi-discipline enterprise environments. Proven track record of successfully leading large teams through transformation, leveraging ITIL and service delivery expertise to achieve outstanding results.

Professional Experience

Chief Information Technology Officer (CITO)

Inazuma.co | January 2020 - Present

Director of IT Operations

NovaTech Inc. | June 2015 - December 2019

Key Achievements:

- Improved IT service delivery by 30% through process optimization and team restructuring.
- Successfully led the migration to a cloud-based infrastructure, reducing costs by 25%.

Responsibilities:

- Managed a team of 20 IT professionals.
- Developed and implemented IT strategies aligned with business objectives.

Senior IT Manager

Pinnacle Solutions | March 2010 - May 2015

Key Achievements:

- Enhanced customer satisfaction ratings by 40% through the implementation of a new IT service management framework.
- Reduced IT project delivery timelines by an average of 20% through agile methodologies.

Responsibilities:

- Led cross-functional teams for IT projects.
- Coordinated with external vendors for service delivery.

IT Team Lead

Apex Systems | January 2005 - February 2010

Key Achievements:

- Improved team productivity by 25% through training and process improvements.
- Successfully managed the rollout of a company-wide IT system upgrade.

Responsibilities:

- Supervised a team of 10 IT professionals.
- Provided technical support for critical IT systems.

Education

Bachelor of Science in Computer Science
Massachusetts Institute of Technology (MIT)

Technical Skills

Service Management:

- ITIL Foundation
- ServiceNow

IT Service Delivery:

- Cloud Computing (AWS, Azure)
- DevOps

IT Operations:

- Network Administration
- Database Management (MySQL, Oracle)

Leadership & Management:

- Team Management
- Project Management (Agile, Scrum)

Soft Skills:

- Communication
- Problem Solving
- Strategic Planning