

Professional Summary

Results-driven IT leader with 15+ years of experience in higher education, driving technological innovation and excellence. Proven track record of successfully managing IT teams, implementing strategic solutions, and fostering collaborative environments.

Professional Experience

Director of Information Technology

Inazuma.co | January 2018 - Present

IT Manager

University of California, Berkeley | June 2015 - December 2017

Key Achievements:

- Successfully led the migration to a cloud-based infrastructure, reducing costs by 30%.
- Developed and implemented a comprehensive IT training program, resulting in a 25% increase in user proficiency.

Responsibilities:

- Managed a team of 5 IT support staff
- Coordinated with faculty to integrate technology into curriculum

Senior IT Support Specialist

Stanford University | March 2012 - May 2015

Key Achievements:

- Resolved 95% of technical issues on the first call, exceeding departmental targets.
- Collaborated with the development team to design and implement a custom helpdesk solution.

Responsibilities:

- Provided technical support to students, faculty, and staff
- Conducted workshops on software applications

IT Support Specialist

Harvard University | September 2008 - February 2012

Key Achievements:

- Consistently received positive feedback from users for prompt and effective support.
- Assisted in the deployment of a new student information system.

Responsibilities:

- Troubleshooted hardware and software issues
- Assisted with IT projects as needed

Education

Bachelor's Degree in Business Administration, Management and Operations
University of Michigan | May 2008

Technical Skills

Operating Systems:

- Windows Server
- macOS

Networking:

- Active Directory

Hardware:

- Computer Hardware

Software:

- Troubleshooting Tools

Miscellaneous:

- Technical Support
- IT Project Management