Professional Summary

Results-driven IT leader with 15+ years of experience in managing IT services, security, infrastructure, and operations. Proven track record of driving productivity improvements through strategic upgrades and effective team management. ITIL certified with expertise in network security, vendor management, and project management.

Professional Experience

IT Director (IT12)

Inazuma.co | January 2018 - Present

Senior IT Manager (IT9)

NexaTech Inc. | June 2015 - December 2017

Key Achievements:

- Improved network security by 30% through the implementation of advanced firewalls and SSL VPNs.
- Successfully managed a team of 10 IT professionals, resulting in a 25% increase in productivity.

Responsibilities:

- Managed IT operations, service delivery, and infrastructure.
- Conducted SAM audits and ensured compliance.

IT Operations Manager (IT6)

Pulse IT Solutions | March 2012 - May 2015

Key Achievements:

- Upgraded the company's WAN, resulting in a 40% reduction in downtime.
- Developed and implemented a comprehensive IT service management framework.

Responsibilities:

- Overseen daily IT operations and service delivery.
- Managed a team of 5 IT professionals.

Network Administrator (IT3)

TechForge Ltd. | August 2008 - February 2012

Key Achievements:

- Successfully configured and managed LAN/WAN networks, ensuring 99.9% uptime.
- Implemented a new DHCP system, reducing IP conflicts by 90%.

Responsibilities:

- Administered network infrastructure (routers, servers, firewalls).
- Provided technical support for hardware and software issues.

Education

Master of Science in Information Technology
Stanford University | 2008

Relevant Coursework:

- Computer Networks
- Operating Systems
- Database Management Systems
- Software Engineering

Technical Skills

IT Service Management:

- ITIL Certified
- Service Delivery
- Operations Management

Network Security:

- Firewalls
- SSL VPN
- Network Administration

IT Management:

- Team Management
- Vendor Management
- Project Management

Networking:

- TCP/IP
- LAN-WAN
- DHCP
- DNS

Operating Systems:

- Windows Server
- Microsoft Exchange
- Active Directory
- Office 365

Hardware:

- Routers
- Servers
- Computer Hardware