**Jaime Man**

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###### INFORMATION TECHNOLOGY PROFESSIONAL

### *Effectively Integrating Technology with Business*

**PROFILE**

Highly experienced information technology and technical professional with a record of developing and supporting successful projects and solutions incorporating a wide range of applications and technologies. Consistently recognized for improving organizational effectiveness and efficiency. Exceptional leadership that aligns business processes and IT infrastructure to realize cost savings, accelerate performance, and sustain strategic flexibility. A builder of high-performance teams and a natural leader, mentor, and motivator who thrives in environments requiring a high-level strategist and a big-picture thinker.

Award-winning team builder with 16 years of experience focused on growing revenues and elevating organizational productivity, efficiency, technical infrastructure, and security. Broad global management experience and background in leading strategic direction and business process engineering initiatives. Developed solid relationships serving as liaison between IT and business leaders, enhancing IT Customer Care, IT Operations, Data Warehousing, IT Infrastructure, and Business Integration processes.

* Talented, results-driven, and versatile IT leader, with a record of success in implementations requiring an in-depth knowledge and solid experience working in administration of various telecommunications infrastructures within demanding environments.
* Technically savvy and a quick study in emerging technology, able to quickly assess and utilize the appropriate response to meet the specific needs of the business requirement at hand. A welcome addition to any management team, able to function in any role necessary to ensure project success and on-time integration.

### CORE COMPETENCIES

**IT Services Turnaround • Business Integration • Strategic Outsourcing • Contract Analysis and Negotiation**

IT Leadership • Strategic Planning • Customer Relationship Management • Organizational Development

**Process Improvement • Process Re-engineering • Project Management • Performance Optimization**

**Change Management • Technology Planning • Staff Management • Team Building**

PROFESSIONAL EXPERIENCE

**Barbershop Harmony Society** Nashville, TN December 2018 **–** Present

**Solutions Architect**

* Create and set the architectural direction, design, oversight, and implementation of the society’s Information Technology roadmap to support the expect growth while promoting efficiency and compatibility among systems. Other responsibilities include day-to-day operations and management of the Help Desk, vendor selection, data integrity, contingency planning, capacity planning, project management, vendor management and monitoring.

**CKE Restaurant Holdings** Franklin, TN July 2018 **–** September 2018

**Director, Information & Retail Technology**

* Assist in the architectural direction, design, oversight, and implementation of the corporation’s global retail technology infrastructure and telecommunications systems to support customer facing and back of the house; while promoting efficiency and compatibility among systems. Other responsibilities include day-to-day operations and management of the Help Desk for corporate and global franchise operators totaling over 5000 users world wide supporting a wide range of software applications and tools, POS Vendor Selection, DMB Vendor selection, data integrity, contingency plans, capacity planning, project management, vendor management and monitoring.

**Little Caesars Pizza** Detroit, MI May 2016 **–** July 2018

**Sr IT Manager, International**

* Assist in the architectural direction, design, oversight, and implementation of the corporation’s global technology infrastructure and telecommunications systems; while promoting efficiency and compatibility among systems. Other responsibilities include day-to-day operations and management of the Help Desk, data integrity, contingency plans, capacity planning, project management, vendor management and monitoring.
* Set architectural direction for Retail technology systems used in POS and restaurant operations worldwide
* Provide project management guidance during IT centralization throughout the Latin America, Middle East, Europe and Asia.
* Provide Service desk support for retail (26 Countries) and corporate offices (Mexico, Canada & India) systems for 15,000 globally dispersed users.

**ODM - Hewlett-Packard Enterprise** Columbus, OH Feb 2016 **–** May 2016

**Service Delivery/Helpdesk Manager – Contract work thru SmartIT**

* Provided day to day operations support for the Ohio Department of Medicaid.
* Project Management, Customer Support
* Batch Operations
* Reporting
* Service Desk, supporting over 2 Million subscribers throughout the State of Ohio

**Greif** Delaware, OH May 2013 **–** October 2015

**Manager of IT Infrastructure Operations**

* Assist in the architectural direction, design, oversight, and implementation of the corporation’s global technology infrastructure and telecommunications systems; while promoting efficiency and compatibility among systems. Other responsibilities include day-to-day operations and management of the Help Desk, data integrity, contingency plans, capacity planning, project management, vendor management and monitoring.
* Provide project management guidance during IT centralization throughout the Latin America, Middle East, Europe and Asia.
* Responsible for helpdesk function supporting 326 sites globally.

**Excel Management Systems** Columbus, OH Feb 2013 – April 2013

**IT PMO Manager – Contract**

* Provided technical assistance to IT customers, other duties included pre-sales engineering, vendor management, partner network management, Internal IT Support, design and implementation of IT solutions for external customer.

**Comlux Aviation Group** Zurich, SwitzerlandFeb2010 - Oct 2012

**Global Information Technology Director/Chief Information Officer**

* Set the technical and architectural direction, design, oversight, and implementation of the corporation’s global technology infrastructure and telecommunications systems; while promoting efficiency and compatibility among systems. Other responsibilities include day-to-day operations and management of the Help Desk, data integrity, contingency plans, capacity planning, project management, vendor management and monitoring for all global facilities.
* Provide project management guidance during IT centralization throughout the Middle East, Europe and Asia. Responsible for staging, setup of offices in Bahrain, Malta, Hong Kong.

**HP Products** Indianapolis, IN May 2008 - Nov 2009

**Information Technology Infrastructure Manager**

* Assist in setting the architectural direction, design, oversight, and implementation of the corporation’s technology infrastructure and telecommunications systems; while promoting efficiency and compatibility among systems. Other responsibilities include day-to-day operations and management of the Help Desk, data integrity, contingency plans, capacity planning, project management and monitoring.
* Collaborates with staff to develop and plan for technology needs for budgeting purposes, manage all technology budgets and acts as point of contact for all technology vendors.
* Authored HP Products technology roadmap in 2008 to address aging equipment and application deployment.
* Supported supply chain systems and B2B, B2C and D2C systems.

**Hitachi Data Systems** *(Contract work managed by COMSYS)* Feb 2008 – May 2008

**Datacenter Facilities Manager – Contract**

* Responsible for the engineering, planning, design, implementation and operation of UNIX and Windows midrange computing platforms for n-Tier application architectures.
* Include research and development of new technology and engineering best practices, as well as the implementation of complex and comprehensive solutions for enterprise and Line of Business applications.
* Lead for the Enterprise Site Engineering teams on site at data center. This position's primary responsibility is to ensure that the daily workflow and coordination of efforts with the Site Engineering team is followed and the customer’s needs are met at a satisfactory level.

**Health Care Excel** Indianapolis, IN Jan 2006 - Dec 2007

**Director of Information Technology**

* Set the technical and architectural direction, design, oversight, and implementation of the corporation’s technology infrastructure and telecommunications systems; while promoting efficiency and compatibility among systems. Other responsibilities include day-to-day operations and management of the Help Desk, data integrity, contingency plans, capacity planning, project management and monitoring.
* Collaborates with staff to develop and plan for technology needs for budgeting purposes, manage all technology budgets and acts as point of contact for all technology vendors.
* Authored Health Care Excel’s technology roadmap in 2006 to address aging equipment and application deployment.
* Provided design and project management for build-out of Health Care Excel’s new data center. Created datacenter commissioning process and report.
* Coordinated technology refresh to support new contracts and replace aging hardware.
* Coordinated all system and infrastructure projects.
* Managed IT staff of eight, across the country.
* Provided application support and database administration on as needed basis.

**ArvinMeritor, Inc.** Columbus, IN Sep2002 – Jan 2006

**Manager Datacenter Operations, Infrastructure and Hardware Architecture**

* Leading team of 12 team members, and overseeing daily operations of two, geographically dispersed 24x7 datacenters. Established best practices in the Data Center environment, ensuring continuous operations, data integrity, physical security, and disaster recovery planning.
* Establish the best practices in the Data Center environment to assure:
* Continuous operations
* Data integrity
* Physical security
* Disaster Recovery, Business Resumption Planning
* Policies and Procedures
* Provide monitoring of infrastructure by utilizing HP OpenView, OPNET, Ciscoworks, Orion, also provide reporting portal by gathering data utilizing SQL queries, excel and SharePoint services to publish data to an executive dashboard.
* Define and implement the Information Technology Architecture for the Data Center driving for the best operational performance within the budget available.
* Provide support and/or coordinate any incident management or change management request.

**Education / TRAINING**

**MBA, International Business**

Indiana Wesleyan University – Indianapolis, IN

**Bachelor of Science, Business Information Systems**

Indiana Wesleyan University - Indianapolis, IN

**SCRUM Master Certification (SFC#671656)**

**SixSigma Yellow Belt (Lic#665637)**

**PROFESSIONAL AFFILIATIONS**

AFCOM Member **•** AITP Member **•** Data Center Institute - Board of Directors

**LANGUAGE EXPERTISE**

Spanish – Native

Italian – Basic, Beginner

Portuguese – Basic, Beginner

**TECHNICAL SKILLS**

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| --- | --- | --- |
| Server Administration  Exchange Administrator  Visual Basic Programming  LAN/WAN Engineering  Project Management  Visual Basic .Net  Gentran EDI  SAN Management  Control-M  BMC Software  Veritas Software  Pureflex  Palo Alto Networks  Quest | Navisphere  Ciscoworks  Contract negotiations  Vendor relationships  Operations Management  Strategic Planning  EMC Hardware  STK Hardware  HP OpenView  Citrix  Axapta (Dynamics AX)  Great Plains (Dynamics GP) | Change Management  Incident Management  Datacenter Infrastructure Management  Visio  Remedy  Architecture design  Infrastructure Management  VMWare  Cisco Gear  EMC  HP EVA  SQL Server  Sharepoint Administration |