

# First Last

Head of IT

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## Professional Profile

IT professional with more than **25 years of experience** specializing in **IT management**, **system architecture**, and **project management**. Proven ability in delivering complex IT infrastructure projects, driving **digital transformation**, and aligning technology with business objectives. Experienced in managing global teams and improving operational efficiency through technological innovation. Fluent in **English**, **French**, and other languages.

## Skills

<b>IT Strategy</b>	Development and execution of IT strategies that align with business goals
<b>Digital Transformation</b>	Leading projects focused on innovation and workflow improvement
<b>Infrastructure Management</b>	Overseeing IT infrastructure, ensuring reliability and scalability
<b>Team Leadership</b>	Managing and mentoring global teams
<b>Cybersecurity</b>	Implementing security measures and ensuring compliance
<b>Vendor Management</b>	Managing vendor relationships, ensuring service quality
<b>Budget Management</b>	Expertise in IT budgeting and resource allocation
<b>Languages</b>	Native French, Fluent English, Fluent Slovak, Intermediate Hungarian

## Professional Experience

June 2023 – June 2024	<b>Head of DevOps &amp; Infrastructure, <i>Company A</i>, City, Country</b> <ul style="list-style-type: none"><li>Led and restructured the IT Infrastructure, DevOps, and Support teams, expanding the team to 20 members.</li><li>Managed IT operations, ensuring high-quality hardware and software support.</li><li>Handled IT budget, contracts, and service agreements.</li><li>Implemented ITSM and CMDB tools, improving service delivery and compliance.</li><li>Ensured IT security, implementing best practices and adhering to regulatory requirements.</li></ul>
Feb 2021 – June 2023	<b>Team Leader, Systems Administrators Team, <i>Company B</i>, City, Country</b> <ul style="list-style-type: none"><li>Managed and coached a team of 5 engineers, overseeing critical IT infrastructures for research and education.</li><li>Implemented continuous improvement processes and ensured operational IT.</li><li>Managed new IT needs, deploying appropriate solutions based on user requirements.</li></ul>
Mar 2020 – Aug 2020	<b>IT Operations Manager, <i>Company C</i>, City, Country</b> <ul style="list-style-type: none"><li>Led a team of 15, managed vendor relationships, and supported over 1,000 users.</li><li>Managed IT infrastructure for a new campus launch and ensured seamless integration.</li><li>Implemented remote working tools and business continuity solutions during the COVID-19 crisis.</li></ul>
Aug 2017 – Mar 2020	<b>Change &amp; Problem Manager, <i>Company D</i>, City, Country</b> <ul style="list-style-type: none"><li>Managed change processes and resolved IT issues across all sites in the region.</li><li>Handled an IT budget of CHF 1.5 million for Backup and Object Storage projects.</li><li>Revised change management process to achieve ISO 9001 certification and align with ITIL standards.</li></ul>
Feb 2012 – Jan 2014	<b>Team Leader, <i>Company E</i>, City, Country</b> <ul style="list-style-type: none"><li>Led a global team of 50 across 16 countries, managing 40,000 Windows servers.</li><li>Implemented IT security best practices, server hardening, and disaster recovery plans.</li><li>Responsible for technical training and performance management of the team.</li></ul>
2010 – 2012	<b>EMEA IT and Security Manager, <i>Company F</i>, City, Country</b> <ul style="list-style-type: none"><li>Developed IT strategy across multiple sites, overseeing infrastructures, software, and support services.</li><li>Managed security protocols, audits, and GDPR compliance.</li><li>Supervised a team of 15 IT professionals across the region.</li></ul>

- Jul 2008 – Jan 2010 **IT Manager, Headquarters, *Company G***, City, Country
- Managed IT operations for the headquarters, serving 600 users.
  - Led an expansion project involving server room creation and PBX systems.
  - Managed the IT budget, contracts, and key projects.

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## Education

- 1999 – 2001 **Higher Technician Certificate in Maintenance and Microcomputer Services, *Institution A***, City, Country

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## Certifications

- 2024 **Agile Explorer**, Organization A
- 2024 **Cybersecurity Fundamentals**, Organization B
- 2024 **Ethical Hacker**, Organization C
- 2024 – 2026 **Certified Associate in Cybersecurity**, Organization D
- 2024 **Introduction to Cybersecurity**, Organization C
- 2016 **Cloud Practitioner Essentials**, Organization E
- 2016 **Virtualization Fundamentals**, Organization F
- 2015 **Backup Recovery Systems and Architecture**, Organization G
- 2014 **ITIL Foundation Certificate in IT Service Management**, Organization H
- 2011 **Six Sigma: Yellow & Green Belts**, Organization I

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## Languages

- Language A Native speaker
- Language B Fluent
- Language C Fluent
- Language D Intermediate
- Language E Beginner

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## References

Available upon request.

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## Keywords