

IT MANAGER RESUME CHEAT SHEET

Quick tweaks to increase your interview rate

Powerful & “Unselfish” Branding Statement

Your Key Strengths

Major & Relevant Strengths

Follow each strength up with proof.

Results-Focused Summary Section

This includes keywords, which are important for ranking in Applicant Tracking Systems and job

Use a skills table to make sure you’re not missing any keywords..

Quantified Accomplishments

Give your bullets context by describing the challenge you overcame.

Subheadings

Draw readers’ eyes to your key hard skills.

Ben Jones, CCNA

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Strengthens IT infrastructure by creating efficiencies through the deployment of new business applications and technologies.

Company-Wide IT Initiatives ♦ Environment Development ♦ P&L Responsibility ♦ IT Operations Management

- ♦ **Performance Improvement:** Improved performance by 30%, established accountability, and eased sales quote process tracking by rolling-out the FreshDesk ticketing system. Presented case to management. Planning expansion to other departments.
- ♦ **Project Management:** Led rollout of a new cloud-based CRM app to replace the buggy legacy system to enable business continuity, scaling, and creation of daily back-ups. Onboarded 100+ technicians by developing easy-to-understand manuals.
- ♦ **Strengthens Security:** Improved security by replacing the obsolete Juniper firewall with a new Sophos UTM 9 firewall solution. Audited all VPN accounts and distribution lists. Assigned approved managers. Created new ACLs, NAT, and firewall rules.

Forward-Thinking IT Solutions	Team Leadership & Coaching	Infrastructure Management
Vulnerabilities Identification	Cross-Functional Collaboration	Disaster Recovery & Business Continuity
Customer Service Excellence	Vendor Management & Negotiations	Virtualization & Cloud App Experience

Professional Experience

IT Operations Manager, General Motors Dec 2014 – Present

Revamped IT environment by upgrading aged server infrastructure, replacing the buggy CRM, and shifting company to fiber-optic internet. Provided strategic guidance and operational oversight of daily operations and projects with 3-member team. Forecasted annual budgets of \$50K-\$100K+ for oncoming years after conducting needs analysis.

Forward-Thinking IT Solutions

- ♦ Cut expenses by 40% by reviewing and consolidating wireless accounts from three vendors to one. Led new contract negotiations and company-wide new mobile device deployments.

Company-wide IT Initiatives

- ♦ Led migration of IT server room and operations to a new Livermore facility. Minimized downtime to 4 hours on a weekday.
- ♦ Strengthened security by rolling-out new access privileges to all departments and enforcing a strict password policy.
- ♦ Enabled testing and installation of latest Windows updates in a controlled environment by deploying a new Windows Server Update Services (WSUS) server and Group Policy Objects. Cleaned up disorganized active directory.
- ♦ Deployed 100+ new iPads to technicians to replace Toughbooks. Onboarded and nurtured resistant staff. Kept data usage within allowance by deploying and managing LightSpeed Systems on the 100+ devices.
- ♦ Scheduled and led upgrades of the 50-member sales team’s laptops, migrating all user data and apps with no loss.

Second Page Starts Here

Positive Change

Use either percentages or before-and-after statements to show the positive changes you have created.

Summarize Earlier Achievements

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Operations System Engineer, Channel One Jul 2013 – Dec 2014

Maintained 600+ servers, ensuring all security patches were effectively deployed with minimal downtime. Resolved technical issues and conducted scheduled back-ups. Conducted account administration and technical troubleshooting with corporate HQ.

- ♦ Worked in 10-member team to move, install, and test 600+ servers to accommodate infrastructure expansion.
- ♦ Led project lifecycle, from design to deployment, to create and deploy a WSUS server throughout the company.
- ♦ Improved user experiences by streamlining the disorganized active directory on the server during a weekend.
- ♦ Coached 2 new hires on how to resolve several important customer issues. Shadowed by both new hires initially.
- ♦ Part of the 2-member team who resolved a server technical issue at night, ensuring the system was online by 9 am.
- ♦ Created positive relationship with the corporate office by establishing a channel for regular communications. Tickets were processed within 24 hours as a result compared to the average 72+ hours.

IT Specialist, Terrence Jan 2012 – Jul 2013

Provided hardware and software support at 2 campuses for 500+ users. Maintained 300+ servers on an on-site server farm.

- ♦ Won “Employee of the Month” twice within the same year, a company first, for providing excellent customer service.
- ♦ Provided 24x7 technical support to the ##-member broadcast engineering team. Researched and solved IT department issues.
- ♦ Led 4-member team through regularly scheduled updates and patch installation for the 300+ on-site servers.

Broadcast Support Engineer, Ava Technologies Dec 2006 – Dec 2011

Promoted from: Client Services Engineer II (2006 – 2010)

- ♦ Deployed a company-wide email accessing server and upgraded 400+ servers from Win2000 to Win2008 with 6-member team.
- ♦ Merged a new acquisition and its 50 employees into the existing system with no data loss.

Previous Experience: SQA Test Engineer, Vision Systems; Technical Support Group, Titanic; Field Technician, Hydra Systems

Technical Skills

Use a Technical Skills table to showcase your IT skills.

Technical Skills	
Operating Systems	Win 7/8/10, Mac OSX, Server 2008R2/2012R2/Linux.
Infrastructures	Juniper, Sophos, Cisco
VoIP	Avaya, Shortel PBX
Hardware	Dell Equallogic, PowerEdge, PowerVault, VRTX server line
Miscellaneous	Symantec Endpoint Protection Small Business (Cloud-based), G-Suite for Google Business, VPN office connectivity, VMWare, Hyper-V, Citrix XenApp, Solarwinds, Veeam, Symantec Backup Exec

In your resume, do not...

- Use vague self-descriptors like “problem-solver.”
 - Lie.
 - Be redundant.
 - Use a “self-centered” objective.
 - Write large blocks of text or long, convoluted sentences.
 - Make grammatical mistakes.
 - Do not cut off your earlier career experience.
- Use graphs, multiple fonts, tables, columns, or the header section of Microsoft Word unless you’re 100% certain your resume will not be uploaded to an Applicant Tracking System.
 - Write your career objective.
 - Forget to bring a couple copies of your resume with you to interview.

One of our clients was struggling with getting interviews despite being an IT Manager previously and having more than sixteen years of industry experience. If we look at his previous resume, the following problems can be identified. I have seen many IT Managers make similar mistakes with their resumes:

1. The resume is three pages. It's pretty long considering the fact that [recruiters look at resumes for seven seconds only](#).
2. The resume starts off with a skill section, which doesn't show off this client's strategic skills.
3. The client's best accomplishments are buried deep in the resume – on the third page – and it is unlikely the reader will get that far given how the first two pages read.
4. Bonus: Key information such as the client's name, contact information, and location are written in the header; most ATSs do not have the capability to pick information written inside the header.

BEN JONES



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Dear HR Recruiting Team,

I am a "hands on" IT Operations Manager whose sole mission is to keep the IT infrastructure in your business successfully running. I have more than 15 years of IT professional experience with systems and network administration focused on implementing business applications and new technologies. I have been managing the IT department at GM for three years. I am the sole manager responsible for the entire IT Infrastructure, audio-video systems, telephony VoIP system, mobile devices and business applications. I make sure we have a continuity of business plan in effect and tested regularly. We accomplish this by performing regular drills, testing all backups as well as networking equipment, which are 100% on target.

I enforce a strict security policy starting with a robust Firewall and strong cloud-based Antivirus solution. We force regular password changes and engage end users in monthly phishing email exercises, which have dramatically reduced the numbers of users falling for such attacks. I manage the IT budget, which includes a 20% yearly hardware refresh policy, and also responsible for all asset Management and Procurement. I interact with all external vendors and serve as technical liaison between all departments providing an outstanding customer support to our end users. I believe in customer service and emphasize the department's visibility and accessibility to our end user community supporting several locations and remote VPN users.

I am adept at fostering a collaborative work environment, transforming mediocrity into excellence with a management style that is demanding but fair, focused on learning and career progression, while mentoring team members and coaching end users. I strive to deliver projects on target and within budget.

I would welcome the opportunity to discuss how I can be of value to your organization, please contact me below to setup an appointment.

Sincerely,

Ben Jones



SKILLS

- Operating Systems: Win 7/8/10 Mac OSX Server 2008R2/2012R2/Linux
- Juniper, Sophos and Cisco network infrastructure
- Symantec Endpoint Protection Small Business (Cloud based)
- G Suite Google for Business (Gmail, Google Apps), VPN office connectivity
- VMWare, Hyper-V, Citrix XenApp, Solarwinds
- Veeam and Symantec Backup Exec
- VoIP: Avaya and Shoretel PBX
- Experienced with NAT, ACL, PPP, TCP, FTP, Vlan, BGP, RIP, OSPF
- Experienced at LAN, WAN, TCP/IP, DNS, DHCP, LDAP, RAID, iSCSI, NAS, SAN
- Active Directory design and maintenance, GPO implementation, WSUS
- Hardware: DELL Equallogic, PowerEdge, PowerVault and VRTX line of servers
- IT operations of 2000+ users, remote locations, 24x7 coverage
- Datacenter Management, 600+ servers, 24x7 coverage
- Racking, Cabling, Configuration and Deployment of servers and appliances
- Vendor negotiations, purchasing, installation and deployment of new technologies
- Disaster Recovery, Business Continuity, Office Moves and Expansion
- Excellent documentation, Training and Coaching of end users
- Team Building, Mentoring and Retention
- Asset management and Procurement
- Project Management

EXPERIENCE

IT OPERATIONS MANAGER December 2014 to Present

General Motors California

- Managing entire IT Operations for GM in Northern California
- 250+ users in 4 remote offices (Sacramento, Salinas, Corona, and Livermore)
- Maintaining entire network, server and communications infrastructure
- Vendor negotiations, Purchasing, Installation and Deployment of new technologies
- G Suite Google Apps for Business, CloudPages for Work
- FreshDesk ticketing system, Phishme education awareness suite
- Shoretel PBX. Juniper, Sophos and Cisco Network infrastructure
- VMware, Xenserver and Hyper-V Virtualization Technologies + Veeam backup
- Linux (Ubuntu, CentOS) and Windows (2008, 2012) server infrastructure
- Running "in-house" cloud servers with high availability to Sales and road Technicians
- LightSpeed Mobile Management for iOS, Android and Windows
- Handle all escalations, provide 24x7 support and travel as necessary
- Asset Management and Procurement

**OPERATIONS SYSTEMS ENGINEER** July 2013 to December 2014*Channel One, San Francisco, California*

- Network Engineer: ASA 5505·5510·5515|Switches 2950·3750·4506|RT 2800·2900
- Enterprise Systems Administrator managing entire Active Directory Infrastructure
- Administrator of WSUS, OME, SpiceWorks, and Ava IP phone systems
- Configure, maintain and monitor on-site and off-site “Cloud” server farm (600+ servers)
- Supporting 10 remote offices, including international and remote VPN users
- Handle all escalations, provide 24x7 support and travel as necessary

IT SPECIALIST January 2012 to July 2013*Terrence, Oakland, California*

- Domain Systems Administrator
- Provide hardware and software support at 2 campuses (KTVU and KICU) for 500+ users
- Research, resolve, and respond to “News Room” technical issues
- Configure, test, maintain and monitor on-site server farm (300+ servers)
- Responsible for all data backup at the stations using Symantec Backup Exec 2012
- Support Broadcast Engineering Team and provide 24x7 support as necessary
- Respond research and resolve issues within the IT Department
- Provide expert and creative solutions to user, ensuring user satisfaction and productivity

BROADCAST SUPPORT ENGINEER June 2010 to December 2011*Ava Technologies, Mt. View, California*

- Systems Administrator for “in-house” broadcast domain, Active Directory, WSUS
- Administrator Broadcast systems lab environment (100+ servers)
- Provide excellent technical support for Avid broadcast customers
- Research, resolve, and respond to customer’s issues logging all activities
- Liaison for Avid broadcast products, working with developers to solve client issues
- Provide 24x7 pager support during scheduled shifts

Positions held at other companies:

- **Client Services Specialist** December 2006 to June 2010
Ava Technologies, Mt. View, California
- **SQA Test Engineer** November 2005 to December 2006
Vision Systems, Mt. View, California
- **Technical Support Group** March 2003 to October 2005
Titanic, Westbury, New York
- **Field PC / Network Technician** October 2002 to March 2003
Hydra Systems, Brooklyn, New York

CERTIFICATIONS

- Certificate in Network Engineering – Computer Career Center, Rego Park, NY 2002
- Cisco CCNA and MCTS (Win 2008) courses – Trinity College, Fremont, CA 2008-2009
- Certifications: CCNA (2008), CCENT (2014)

Projects completed at General Motors:

- **12-2017 Applications:** rolled out Cloud Pages for Work. This is a cloud based application which controls G suite (Google Apps for Work) allowing for a more granular administration of G Suite. Immediately implemented a password security policy and pushed the company directory and signature. Project is ongoing.
- **11-2017 Applications:** rolled out FreshDesk ticketing system, which is currently used to track quotes and sales at Toyota's Service department. Trained employees on how to use the application. Project is ongoing.
- **10-2017 Security Policy:** rolled out PhishMe. This cloud based application focuses on engaging and educating users about phishing attacks. Educating the users that failed the test follows each exercise. We started at a 35% failure rate and within 2 months, we are down to 19%. Project is ongoing.
- **7-2017 Hardware Upgrades:** upgraded entire sales team laptops to new Dell E7480 models making sure all users data was migrated and all applications successfully installed ensuring no downtime.
- **3-2017 Relocation:** successfully orchestrated entire IT server room and IT operations move from Hayward to brand new facility in Livermore. Coordinated entire effort, managing all vendors involved in the project while minimizing downtime to four (4) hrs.
- **1-2017 Mobile Devices:** reviewed and consolidated wireless accounts (AT&T and Verizon) from two vendors down to one. Negotiated new contract and deployed new mobile devices to entire company reducing costs by 10%.
- **2-2016 Security Policy:** deployed "LightSpeed Systems" cloud based mobile device management system. Currently managing 100+ devices in the field.
- **2-2016 Hardware Upgrades:** the new cloud based CRM application was capable of running on iOS, which gave us the option to replace all Panasonic Toughbooks with new iPads. Deployed 100+ devices to entire workforce of Technicians in the field.
- **2-2016 Applications:** decommissioned CRM application and rolled out new cloud based CRM app to mobile workforce (100+ technicians). Held several workshop training sessions. Project completed with no downtime and no loss of revenue.
- **10-2015 Security Policy:** deployed new WSUS server and GPO to reflect the changes.
- **8-2015 Server Infrastructure:** migrated all servers to VMWare vSphere 6 running on new DELL hardware and retired HP hardware.
- **4-2015 Security Policy:** upgraded Juniper firewall with new Sophos UTM 9 firewall solution. Created new ACL's, NAT and Firewall rules to match existing ones. Audited all VPN accounts and VPN tunnels, anything found to be obsolete was purged. Audited network shares and distribution lists, assigning approving managers.
- **3-2015 Network Infrastructure:** upgraded entire network to AT&T Fiber Optic Internet, resulting in an increase in productivity, end user satisfaction and a 45% cost saving.
- **3-2015 Communications:** implemented AT&T Fiber optic VoiP along with ShoreTel PBX which resulted in a 40% cost saving.
- **2-2015 Mobile Devices:** reviewed and consolidated wireless accounts (Sprint, AT&T and Verizon) from three vendors down to two, negotiated new contracts and deployed new mobile devices to entire company reducing costs by 35%.