

First Last

Director of Information Technology

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Director of information technology with 10 years of experience managing teams while supervising IT infrastructure, security, and project management. Key achievement: approved technical documentation for hardware deployment, software installation, and troubleshooting procedures, increasing the efficiency among 210 employees.

RELEVANT WORK EXPERIENCE

Resume Worded, New York, NY

2015 – Present

Director of Information Technology

- Created company-wide hardware and software standards for 350+ desktops and 900+ user accounts by coordinating the implementation of system conversions and modifications.
- Transitioned outdated telecommunications systems to a cutting-edge VOIP system that enabled seamless migration of 2300+ phone lines; reduced RW's annual expenditure by \$10M YoY.
- Streamlined operations, strategic hiring decisions, staff performance enhancement, and outsourced inconsequential tasks to external partners; reduced 45% of spending and boosted IT project output.
- Promoted data-driven decision-making and reduced operating expenses by designing a standard cost system that enabled 1100+ operators to create bills and transactions via mobile devices.

Growthsi, San Francisco, CA

2013 – 2015

Senior System Administrator

- Established an end-to-end Virtual Private Network (VPN) that operates at 187 Mbps bandwidth with 89% uptime via redundant hardware and software between 15+ offices across the country.
- Implemented firewall ruleset for 240+ hosts and 320+ active sessions while conducting various critical system maintenance tasks.
- Standardized technical documentation in storage area network management by mentoring a 5-man team to achieve a \$50K monthly budget reduction in the IT department.
- Initiated 15+ projects that enhanced end-user experience with their billing information using Interactive Voice Response (IVR) systems that reduced human errors by 68%.

Resume Worded Exciting Company, San Francisco, CA

2011 – 2013

IT Project Leader

- Eliminated wasteful expenditure and improved operating efficiency; delivered \$550K in quarterly revenue and \$1M net profit to RWEC.
- Implemented cost-saving workflow procedures that increased revenue per employee by 64% in the first year of employment.
- Completed backing up 34TB of data when internal servers were compromised; recovered 96% of data within 20+ minutes of intrusion alarm activation.

EDUCATION

Resume Worded University, New York, NY

2011

Master of Science — Management Information Systems

SKILLS

Hard Skills: Integration (Advanced), IT Operations (Experienced), Networking, Strategic Planning, IT Infrastructure.

Languages: English (Native), German (Fluent), French (Conversational).