

Professional Summary

Experienced IT leader with over 9 years of technical and operational management. Proven track record in leading geographically distributed teams, fostering collaboration, and recruiting top talent. Adept at creating and executing strategic IT plans that align with business objectives and customer needs while managing projects within strict budgets. Core competencies include vendor management, interdepartmental collaboration, and managing a team budget of over \$1,000,000.

Recently earned a Full-Stack Development Certificate (React, Node.js, NoSQL) to broaden technical expertise and better align with emerging IT management opportunities. Known for a results-driven mindset, a commitment to continuous learning, and the ability to solve complex challenges. Passionate about leveraging technology and team talent to drive organizational growth and innovation.

Work Experience

Assistant Vice President of Technology Support

**Colorado Christian
University**
Lakewood, Colorado
January 2015 - Present

Leadership & Team Development: Led and developed a team of 10+ technical support professionals, overseeing recruitment, onboarding, and performance management. Cultivated employees' strengths by investing in professional training opportunities.

Operational Management: Managed a department budget of over \$1,000,000, ensuring cost-effective solutions and resource allocation. Established strong vendor relationships, resulting in favorable contract negotiations and cost savings.

Project & Case Management: Directed case management with a focus on reducing time to resolution and maintaining high customer satisfaction ratings (KPI). Led several high-level technical projects that affected the entire organization.

Strategic & Cross-Departmental Collaboration: Collaborated with cross-functional departments to align IT strategy with broader organizational goals and business needs. Communicated technical changes to the organization's community to ensure all users are aware of organizational changes.

Technology & Infrastructure: Spearheaded the purchase and implementation of new technologies across all university campuses, optimizing the IT infrastructure. Partnered with construction contractors to integrate cutting-edge technology solutions in new campus buildings, ensuring user requirements were met.

Security & Compliance: Ensured compliance with accreditation standards, maintaining operational excellence and adherence to IT policies. Regularly coordinated with the cybersecurity team to ensure our practices protect digital assets and users.

Work Experience (continued)

Affiliate Professor

Colorado Christian University Lakewood, Colorado
August 2020 – May 2022

Taught an introductory Computer Information Systems (CIS) course for three semesters, balancing this role alongside the AVP of Technical Support responsibilities.

Mentored students, providing career guidance, and even recruited top performers for roles within the IT department.

Achieved high student evaluation scores, reflecting strong teaching effectiveness and student engagement.

Key Skills

- Proven leadership in managing diverse, cross-functional teams.
 - Proficient in high-pressure decision-making, adept at quickly identifying and isolating issues, and implementing creative, lateral-thinking solutions.
 - Strong, direct, and clear communication
 - Successfully led projects using agile, scrum, and kanban frameworks, with experience in tools like Microsoft Project, Asana, and Teamwork
 - Time Management strategies such as time blocking, delegating, and building priority matrixes
 - Infrastructure Management: Microsoft 365, Active Directory, Citrix, Disaster Recovery Planning
 - Web Development: HTML, CSS, JavaScript, Bootstrap, Node.js, PostgreSQL, MongoDB, React
 - Upcoming Certification: Currently pursuing ITIL certification
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Education

Denver University

Denver, Colorado
December 2023 - June 2024

Full Stack Web Development Certificate

- Finished program with a 100% score

Colorado Christian University

Lakewood, Colorado
January 2015 – May 2017

Masters of Business Administration with an emphasis in Leadership

- 3.98 GPA out of 4.0

Colorado Christian University

Lakewood, Colorado
January 2011 - October 2014

Bachelors of Science in Information Systems Management

- Dean's List recipient for each semester
- 4.0 GPA out of 4.0 in degree program course