Sample Name

305-123-4567 • Miami, FL • [sample@sample.com](mailto:sample@sample.com)



**INFORMATION TECHNOLOGY & OPERATIONS Manager**

HIGHLIGHTS

Trusted advisor on IT matters. Critical change agent and IT leader with a successful track record driving business innovation and process improvement, delivering bottom line results in multiple industries -- including financial services, retail, consumer products, real estate & high-tech manufacturing -- in public and private companies and non-profit organizations, large and small.

Creative analyst, problem-solver and accomplished portfolio and project manager whose teams consistently deliver results -- creating revenue, reducing costs, streamlining systems and processes. Extensive experience managing and directing business initiatives, using methodologies that insure ‘on time’ and ‘on budget’ project completion that meets business objectives.

Excellent communicator. Fluent in English and Spanish.

CORE SKILLS

Solution Design & Implementation • Information Analytics • Process Improvement

Team & Talent Building • Project & Portfolio Management • Goal Alignment • Business & IT Strategy

IT Governance • Mergers & Acquisitions • Cost Savings • Security

**SELECT PROJECT HIGHLIGHTS**

* Business Systems & Financial Services: Provided design and project management of saas EIPP system for maritime cargo industry (FirstData | PayCargo, 2010). Led successful PeopleSoft ERP, PR & HCM systems implementation, conversion and integration efforts for CPC Baking Business (Entenmann’s / Oroweat / Thomas’ / Arnold), for Sunglass Hut International, at LNR Property Corporation and others. (1995-2006).
* Standards Compliance: Deployed and managed technology infrastructure and controls for operations and business continuity consistent with industry and regulatory standards (Sarbanes-Oxley, Basel, ITIL, ISO) and audit criteria.
* Revenue Growth & Customer Loyalty: Management Sponsor and Project Manager of customer Loyalty & Affinity initiative. Built website & integration tools to extend branded, customer-facing services, products, and applications to new homebuyers, with over $100MM new revenue opportunity – industry-wide website developed through LEX Ventures to support extended line of business (2008).
* Process Improvement: Led business initiatives to apply ‘best practices’ in customer relationship management (CRM), accounting, treasury, finance, payroll & HR. Streamlined IT Operations processes to enable efficient business growth and realignment.
* Information as a Source of Business Value: Led the design, development & deployment of effective management “informatics” (business intelligence data warehouse) capability, leveraging and aligning multiple information sources that enabled $2B in new cash flow – Asset Management data warehouse and reporting environments developed & delivered at LEX (2005-2008).
* Strategy Alignment: Validated alignment of initiatives & investments in applications and systems with business needs and strategy. Led Technology Executive Steering Committee at LNR to define priorities and oversee program completion.
* Talent Builder: Attracts, develops and retains motivated and productive teams. Identifies, mentors, and coaches young professionals to take on increasing responsibility and career challenges, fostering retention of the best talent for staffing and succession planning.

PROFESSIONAL EXPERIENCE

MTS CONSULTING, Miami, Florida • 2000-Present

*Niche provider of IT professional and project management services.*

***Principal Consultant*** - Initiate and cultivate relationships with clients including: **First Response | ATM, United Way Miami-Dade, LEX, Electronics, FYE Music, Macy’s and others.**

### ATS CORPORATION, Miami, Florida • 2005-2008

(NYSE: XYZ) *One of the nation’s largest builders and providers of financial services, with 2007 revenue of nearly $10B.*

### *Vice President of IT Business Operations— Ventures* (2007-2008)

Led matrix teams of 30+ internal & outsourced resources to realize new business opportunities and achieve significant indirect cost reductions. Advised corporate executives on business and technology strategies. Cultivated and managed vendor relationships, including contract negotiation.

* Launched industry consortium and website to aggregate customer volume, creating a $100MM business Affinity partner network.
* Directed design and implementation of CRM portal using Rapid Application Development (RAD) methodology that enabled affinity and loyalty brand product offerings to new homebuyers, enabling creation of $20MM in incremental annual revenue.

***CIO—LEX Corporate Land & Asset Management Group*** (2005-2007)

Retained as consultant to identify and recommend strategic improvements to asset management business. Hired as group CIO to architect enterprise data warehouse solution to improve management of land and asset investments. Collaborated with Chief Investment Officer and other C-level executives.

* Created data warehouse and new applications architecture that leveraged legacy technology investment with deployment of new Business Intelligence environment -- and enabled strategic business investments generating $2B new cash flow during sharp market downturn.
* Assembled 35-person team of data warehouse and Web application development professionals to design, construct, implement, and manage enterprise data repository and reporting systems.

### ABR PROPERTY CORPORATION, Miami Beach, Florida • 2000-2005

*Commercial real estate investment firm, spun off from LEX in 1997* (NSYE: ABR) *with assets over $4B when acquired by private equity in 2005.*

***Vice President & Chief Information Officer (CIO)***

Retained by ABR to strengthen and support PeopleSoft ERP deployment. Hired as CIO to build the IT organization, infrastructure, processes, and applications environment during the early years following spin-off, supporting over 400% business growth in the U.S. and Europe. Directed team of 30+ technical professionals in infrastructure and applications planning, implementation, and management activities. Aligned technology strategies with organizational objectives. Built enterprise PMO and processes. Oversaw vendor relationships and technology procurement programs. Managed $20MM IT annual operating and capital budgets.

* Championed creation of enterprise data warehouse with robust reporting solution for global asset management: enabled expansion of investment portfolio from $650MM to over $4B in 4 years.
* Established best practices and standard operating procedures to facilitate compliance with regulations on information security and financial controls (Sarbanes–Oxley (SOX) and Basel II).
* Automated manual Treasury and Finance and Planning systems and developed new processes to improve Risk Management functions, leveraging PeopleSoft Financials and v8 Upgrade.

# EDUCATION & CREDENTIALS

# University of Minnesota, Minneapolis, MN \* Master of Education Coursework (ABD)

Macalester College, St. Paul, MN (Magna Cum Laude) \* **Bachelor of Arts in English Literature**