Gary Chan

garylchan@gmail.com

http://www.LinkedIn.com/in/garylchan

**QUALIFICATION SUMMARY**

I have over 20 years of experience in managing the entire spectrum of IT services including infrastructure, network, application, call center, security, integration, and formulated strategies to enable business to achieve its goals. A system engineer by training and with a keen interest in solving business problems with efficient IT technologies, I am an out-of-the-box thinker, a problem solver, and a leader with hands-on technical experience.

**KEY ACCOMPLISHMENTS**

- Created onshore & offshore IT organizations - Built data centers and networks

- Implemented cloud and mobile applications - Deployed data warehouse & BI applications

- Led IT team to integrate a $10 billion acquisition - Negotiated multi-million vendor contracts

**PROFESSIONAL EXPERIENCE**

**FLEXTRONICS**, San Jose, California

A leading electronic manufacturing service provider with $24 billion in revenue

**Corporate IT Senior Director – Business Analytics & Collaboration** 4/10 to 7/13

* Responsible for corporate strategy and delivery of business intelligence (BI) solutions, data warehouse system, and enterprise collaboration solutions to our employees worldwide
* Developed business analytic strategy and spearheaded implementation of Teradata data warehouse, MicroStrategy BI Cloud, and SAP Business Objects applications
* Created social strategy and deployed social technologies (Salesforce Chatter, video, Google Search, and Microsoft SharePoint) to improve productivity of employees and increased speed of business execution
* Partnered with cross-functional business and IT groups to successfully drive analytics into operations, e.g. enabled executives to better manage business by using KPI (Key Performance Indicator) dashboard, helped factories to uncover causes of material loss by integrating disparate data into one data warehouse, and provided customers with supply chain performance monitoring dashboard

**Corporate IT Senior Director – IT Service Management** 1/08 to 4/10

* Led cross-functional IT and HR groups to consolidate disparate service management applications and processes into Service-Now, a SaaS based application. The new application enabled 70,000+ users to easily request IT and HR services while providing management an effective way to manage service level and resources
* Re-engineered processes to ITIL framework and advanced IT service maturity while reducing cost by $1.2M annually

**Corporate IT Senior Director – Infrastructure & Operations** 10/02 to 1/08

* Responsible for corporate strategy and worldwide operations of Microsoft platform including data centers, servers, and PC
* Responsible for global contracts and relationships of top IT vendors including Microsoft, Oracle, HP, Dell, BMC, and Symantec. Annual global IT spends on these vendors exceed $60 million
* Managed a multi-national group of 80+ support engineers, managers, and 2 directors
* Created offshore IT support groups in India and Mexico
* Delivered robust systems to support revenue critical B2B transactions including EDI, XML, and RosettaNet
* Led IT teams to successfully integrate a $10 billion acquisition and provided seamless experience for 25,000+ new employees on Day 1
* Implemented Microsoft Active Directory and Exchange Email systems to 50,000+ users worldwide. Slashed 46% of email cost by consolidated email servers and centralized support to offshore teams
* Led team to virtualize 5 data centers with VMware reducing servers by half and cut yearly operating expenses by $1.6M while improving disaster recovery capability
* Re-engineered applications and processes for SOX compliance

**Senior IT Operations Manager** 5/98 to 9/02

* Managed a group of 30+ engineers and managers to provide 7x24 IT support services to 20,000+ users and to manage data center and network operations of BaaN ERP, Oracle application, Oracle RDBMS on HPUX and Sun Solaris platforms; Microsoft Exchange, Microsoft SQL, Agile, Hyperion, Kronos, and various shop floor systems on Microsoft Windows platform
* Represented IT in M&A due diligence and managed system integration projects
* Built data centers. Implemented helpdesk system and data center monitoring system. Offshored support and server administration to Mexico team and reduced cost by 25%. Re-negotiated support contracts to save over $1M annually
* Implemented data center monitoring solution to improve average system up time by 12%
* Implemented improved helpdesk system to reduce average fixed time by 50%
* Consolidated NT servers to improve utilization and to reduce annual operating cost by $720,000

**ALTATRON**, Fremont, California (Acquired by Flextronics in 1998)

An electronic manufacturing service provider with $100M+ revenue

**IT Manager / Head of IT** 4/96 to 4/98

* Created a team of 8 technicians, developers, and administrators to provide all IT services for our 800 employees in 6 manufacturing facilities (Northern and Southern California, Texas, and Scotland)
* Responsible for all IT purchases and managed vendor relationships
* Built global network to connect all facilities into HQ data center
* Implemented 4th Shift ERP to integrate our accounting, procurement and worldwide manufacturing operations
* Implemented Lotus Domino to provide a single platform of email and workflow services

**Senior IT Administrator** 9/95 to 3/96

* Joined the company as the first in-house IT staff. Built in-house team to in-source all IT services
* Designed, built, and supported IT systems, network, and applications on Novell and Windows NT platform
* Supported all users and PC’s

**WONDER SYSTEMS**, Fremont, California

OEM of computer peripherals with annual revenue of $10M+

**Technical Support Manager** 5/92 to 8/95

* Led a team of 4 technicians to provide technical support to our resellers and consumers on our line of PC peripheral boards and computer systems
* Provided pre-sales product demonstrations and after-sales support to customers
* Trained new technicians and sales team
* Developed technical support documents and product specification sheets

**Technical Support Engineer** 1/91 to 4/92

* Provided technical assistance to customer over the phone or in person to install, to troubleshoot, and to use our line of network boards, disk drive interface boards, serial/parallel interface boards, and custom build computer systems
* Performed product testing and in-house IT support

**EDUCATION**

California State University, Hayward

BS Business Administration – Computer Information Systems, June 1992

**REFERENCE**

Available upon request