

CLIENT J. NAME

City, ST 60030 | (555) 555-5555 | name@aol.com

Qualifications for CIO | IT Director | Project Manager | Consultant

MULTI-SITE IT OPERATIONS MANAGEMENT | PROCESS OPTIMIZATION | POLICY / PROCEDURE DEVELOPMENT
PROJECT MANAGEMENT | PROGRAM MANAGEMENT | NEW OFFICE EXPANSION | OFFICE RELOCATION PROCESSES
IT INFRASTRUCTURE | DATA CENTER SUPPORT | MULTI-SITE SYSTEM AUTOMATIONS | MOBILE DEVICE MANAGEMENT
MULTIDISCIPLINARY TEAM BUILDING | STAFF TRAINING / DEVELOPMENT | DISASTER RECOVERY | BUSINESS CONTINUITY
BUDGET CONTROL | FORECASTING | PRODUCT / SERVICES SELECTIONS | KEY CONTRACT NEGOTIATIONS | VENDOR RELATIONS
IT NEEDS ANALYSIS / ASSESSMENT | STRATEGIC PLANNING | TRENDS TRACKING | COST-REDUCING INITIATIVES | COMPLIANCE

Highly Accomplished IT Executive who offers solutions-centric critical thinking for insightful, change-oriented results in alignment with a company's growth-focused goals, and who contributes experience in designing, implementing, installing, upgrading, and supporting entire IT infrastructures. **Visionary Professional** who rises above IT challenges to improve the bottom line and achieve winning outcomes, including quickly adapting to evolving scenarios and coordinating IT operations for up to 150+ new offices and expansion throughout seven states. **Excellent Communicator** who develops dynamic relationships with cross-geographical executives, IT / business teams, and clients, and who leads staff by example and with ethics and integrity to optimize success.

Career Highlights Include:

- ✓ **Conducting and passing two Microsoft Software Asset Management (SAM) audits.**
- ✓ **Negotiating top contracts to save up to 30% per quote for on-time, in-budget delivery.**
- ✓ **Converting firm's Windows 15+ servers to a VMware High-Availability (HA) ESXi cluster.**
- ✓ **Initiating a five-office conferencing room A/V solution for only \$25,000, saving \$125,000.**
- ✓ **Saving \$84,000 over initial quote to bring in customized services at \$35,000 under budget.**
- ✓ **Increasing revenue \$70,000 annually by implementing new automated cost capture systems.**
- ✓ **Saving \$40,000 annually in reduced circuit costs by implementing WAN optimization appliances.**
- ✓ **Increasing WAN bandwidth in 2005 by 500% per location with only an 8% monthly cost increase.**
- ✓ **Saving \$30,000 annually by switching from PRI and POTs lines to ShoreTel VoIP and AT&T IP Flex.**
- ✓ **Implementing disaster recovery / business continuity solutions for less than 1/10th of quoted costs.**
- ✓ **Managing firm's mobile device vendors, and switching and upgrading plans as the markets evolved.**

PROFESSIONAL SYNOPSIS

COMPANY NAME, CITY, ST

1996 – 2017

CIO (2013 – 2017) | **IT Director** (1996 – 2013)

Capitalized on the opportunity to lead forward-thinking IT operations for this large-scale regionally based defense law firm employing 50 attorneys and 150 support staff across five offices in Illinois, Indiana, and Michigan. Delivered organization-wide technological advisement while maintaining responsibility for the company's overall technological direction. Recruited, trained, mentored, and managed a top-performing team of five IT professionals, along with optimizing use of resources by planning and prioritizing daily IT projects and workflow. Managed strategic multi-site server rooms and IT / telecom equipment. Consistently ensured firm's security protocols, systems, and procedures aligned with client expectations and industry standards and regulations. Consulted among firm leadership to exchange information and discuss equipment, systems, procedures, and workflow changes, and proposed hardware / software solutions. Managed the firm's help desk while protecting IT equipment, software, and email systems and facilitating disaster recovery and business continuity. Coordinated and led firm's internal program development and customization for the use of major third-party applications.

- ✓ **Ensured uninterrupted 24x7 VPN and system access for critical IT functions.**
- ✓ **Assessed and anticipated projects and recommended key action and resources.**
- ✓ **Seamlessly planned IT aspects of 70+ office moves, expansions, and / or relocations.**
- ✓ **Actively identified key products, services, and vendors based on overall cost and reliability.**
- ✓ **Cost-effectively budgeted and purchased firm's IT and telecom hardware, software, and supplies.**
- ✓ **Established and led all strategic and tactical goals, policies, and procedures across the IT department.**

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PROFESSIONAL SYNOPSIS (CONTINUED)

NAME CONSULTING, INC., CITY, ST

1991 – 2016

Owner | President

Utilized broad scope of industry knowledge toward serving as a profit-centric Value-Added Reseller specializing in Local Area Network (LAN) and Wide Area Network (WAN) services and individualized business consulting. Promoted synergistic relationships among high-profile industry vendors, including HP, Cisco, VMware, Symantec, SonicWall, Veeam Software, and Mimecast, among others, to continually provide state-of-the-art services.

- ✓ **Built mutually beneficial relationships with 50+ clients, including businesses, law firms, and banks.**
- ✓ **Maximized bottom-line performance via lucrative business from homebuilders and manufacturers.**

NAME, CITY, ST

1990 – 1996

IT Manager

Strategically steered results-centric IT operations for this growth-oriented nationwide defense law firm. Personally maintained responsibility for networking, servers, software, desktops, telephones, copiers / faxes, and WAN connections across this 14-office firm employing 150+ staff in Illinois, Indiana, California, Texas, Missouri, and Michigan. Expertly programmed and maintained high-volume billing systems while managing custom software development initiatives. Drove IT growth by recruiting and managing a staff of eight IT professionals.

- ✓ **Designed, implemented, and managed a centralized IT infrastructure.**
- ✓ **Personally managed all operational aspects of office openings and / or relocations.**
- ✓ **Rapidly grew firm from one office to 14 offices across six states with minimal IT / support staff.**

ADDITIONAL PROFESSIONAL EXPERIENCE

NAME, CITY, ST

1987 – 1991

Owner

Spearheaded the start-up and successful operations of a retail computer store specializing in individualized computer and networking services and consulting, and built and sustained a large-scale client base to boost business.

VARIOUS FIRMS, VARIOUS LOCATIONS

1980 – 1987

Partner

Played a vital role in serving as a multi-firm partner tasked with offering customized IBM mainframe programming development and implementation, systems analysis, and Cobol programming for top direct marketing companies.

EDUCATION & TECHNICAL SUMMARY

NAME OF SCHOOL, CITY, ST

Two-Year Degree

Computer Programming & Business Analyst Trade School

Mimecast Email Protection Services | Zoom Video Conferencing
HP ProLiant Services | HP StoreVirtual SAN | HP Desktops / Laptops / Printers
ShoreTel VoIP Phone System | LAN / WAN Operations | VMware ESXi 6.0 | vCenter
Symantec Endpoint Protection | Comcast Business Class Internet / Phone / TV Services
Cisco Switches / Routers | Windows Server 2008 / 2012 | SonicWall TZ | NSA Firewalls
Veeam Backup / Replication Software | Zerto Disaster Recovery / Business Continuity Software
SilverPeak WAN Acceleration | SD-WAN Capabilities | AT&T MPLS WAN | IP Flex (VoIP) | Fiber | T1 | PRI | ISDN