

CLIENT NAME

City Name, ST 12345 | (555) 555-0513 | name.lastname@gmail.com

COMPUTER / INFORMATION SYSTEMS MANAGEMENT | PRODUCT MANAGEMENT | CUSTOMER SERVICE MANAGEMENT
TEAM BUILDING / TRAINING | TECHNICAL ANALYSIS | SYSTEMS INTEGRATION | MIGRATIONS / UPGRADES | QUALITY ASSURANCE
PROJECT MANAGEMENT | PRODUCT MANAGEMENT | CHANGE MANAGEMENT | MULTI-PROCESS OPTIMIZATION | CLIENT RELATIONS

Highly Accomplished Leader who makes sound decisions to reflect positively on multi-site IT operations in alignment with a company's vision, value, and goals, and who offers advanced knowledge of major software, hardware, networks, infrastructure, and information security. **Top Performer** who contributes solutions-centric critical thinking for insightful, change-oriented IT results while maintaining cutting-edge technical skills and up-to-date industry trends awareness. **Excellent Communicator** who develops synergistic relationships with key decision-makers, IT teams, and customers, and who leads peers by example and with ethics and integrity. Able to travel / relocate regionally and internationally.

Career Highlights Include:

- ✓ **Offering dynamic critical thinking skills and solid attention-to-detail.**
- ✓ **Exhibiting recognition as a "quick study" who rapidly picks up new IT concepts.**
- ✓ **Cross-functionally collaborating with peers to deliver high-quality IT products / services.**
- ✓ **Providing hands-on IT support – always willing to "go the extra mile" to surpass the status quo.**
- ✓ **Bridging technology and business goals while interfacing among business units for first-class solutions.**

PROFESSIONAL SYNOPSIS

Computer & Information Systems Management Consultant COMPANY NAME, CITY, ST 2013 – PRESENT
Capitalize on the opportunity to lead forward-thinking planning and coordination of computer system activities to meet IT goals. Expertly analyze and recommend best fit computer system to achieve the company's IT objectives while adhering to set costs. Coordinate and manage installation and maintenance of computer hardware and software.

- ✓ **Seamlessly communicated new technical processes and solutions for companywide staff.**
- ✓ **Applied knowledge of latest technology to guarantee data and network infrastructure security.**

Product Manager GOVERNMENT AGENCY NAME, CITY, ST 2014
Strategically steered concurrent multiple lifecycle phases for various quality-centric products, including developing Service Fulfillment and Services Assurance Processes for new products, as well as collaborating among diverse departments for execution. Promptly responded to and resolved challenges with account managers and customers.

- ✓ **Developed innovative documents to support the lucrative launch of new products.**
- ✓ **Created process, training, test plan, and marketing documents, and key product guides.**
- ✓ **Collected, analyzed, and integrated multi-unit monthly reports for submission to authorities.**

Technical Support Service Supervisor COMPANY NAME, CITY, ST 2011 – 2012
Led targeted decision-making among a top-performing team of eight Customer Service Representatives / Dispatchers within a fast-paced Call Center, along with mentoring and managing a staff of 25 Technicians in delivering targeted technical support and customer requests fulfillment to meet high-level customer satisfaction standards. Ensured essential operational processes and procedures were updated, documented, and executed with attention-to-detail.

- ✓ **Directed compilation and analysis of key reports as requested by management.**
- ✓ **Promoted dynamic transparency to meet and / or exceed business objectives in budget.**
- ✓ **Integrated business processes with e-automate software to boost efficiency and accountability.**
- ✓ **Profitably acquired new client contracts and renewed existing ones within a six-month timeframe.**

Systems Administrator COMPANY NAME, CITY, ST 2005 – 2010
Provided technical support to 60+ students and 100+ staff members across three on-site and / or remote locations. Led software and license installation; application debugging; and support of custom software packages, Active Directory, and Microsoft OS, Office Suite, and Exchange. Collaborated among various units and staff of the external locations to facilitate timely, efficient transport and set up of computers and network components. Managed daily networks (i.e. back-ups, connectivity, servers, anti-virus / anti-spam protection, security, user profiles / passwords, and email accounts).

- ✓ **Executed an annual summer project to create two Student Computer Labs.**
- ✓ **Delivered solutions-centric website development and database maintenance initiatives.**
- ✓ **Facilitated flawless annual Lilac Ball presentation at Waldorf Astoria to generate \$3 million annually.**
- ✓ **Expertly developed and disseminated training documents, user manuals, and business process guides.**

EDUCATION & PROFESSIONAL DEVELOPMENT

B.S., Information Technology (Communication Arts & Business Minors | Cum Laude Honors) NAME OF COLLEGE

ITIL v3 Foundation Certified