

Client A. Original Resume

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Career Profile

Results-driven IT manager with expertise envisioning and leading technology-based initiatives grounded solidly on business and economic value. Career marked by demonstrated ability to build peak-performing teams and achieve cross-functional business objectives. Valued member of senior teams, contributing a seasoned, broad-based perspective to create IT strategies and implementation plans designed for maximum return at the lowest possible costs.

Core areas of expertise include:

| | |
|---------------------------------------|--------------------------------|
| IT Strategy & Execution | Time & Resource Optimization |
| Corporate Mission Fulfillment | Program & Project Management |
| Team Building and Leadership | Process Improvement |
| Technology Architecture & Integration | Vendor & Contract negotiations |

Professional Experience

Business American Solutions, City, ST 1996 to Present

IS Operations & Technology Manager (2002-Present)

Manage IT Services for one of the largest distribution companies in the nation. Actively directed technology initiatives in areas of Operations, QA, Application Services, Telecommunications, Systems, and Networks.

Key Results:

- Select and implement new applications that significantly improve client service and productivity of information technology services.
- Championed implementation of improved testing QC processes, leading to the development of a test lab and utilization of third party analysis tools to increase quality of software
- Improved staff morale by initiating regular meetings and developing formal training plans.
- Delivered significant savings, Improved service levels, and reduced hardware/software complexity by standardizing and reducing number of servers by 50%
- Achieved approximately \$200k annual savings through implementation of WAN and LAN and effected a 60% reduction in telecommunications costs by renegotiating telecommunications contracts.
- Championed implementation of new Customer Service Center call center on Meridian Option 61C, which increased productivity of CSC department by 20%

Professional Experience Continued**Helpdesk Manager** (1996-1998)**Key Results:**

- Championed development of Maintenance Schedule and Change management system that increased system availability to over 99%
- Developed and Implemented Asset Tracking and Help Desk Ticket Tracking system, which allowed Help desk productivity to improve service level by 50%.
- Established controls and reporting devices to monitor IT performance.
- Implemented Cross-Training Plan to Increase productivity of new team members.

Cellular Corporation, City, ST

1998 to 2002

Network Manager

Promoted three time in four years, overall responsibilities for managing, and maintaining Network, and Telecommunications Systems.

Key Results:

- Managed Telecomm System, and Network for 1000+ Workstation
- 99.9% Up Time for 200+ Routers in Wide Area Network
- Planning and Implementation of Multi-Region Telecomm System
- Citrix Metaframe Administrator
- HP Openview Administration
- Setup and Managed Security for all access into network
- 3Com, Cisco, Extreme Layer 2, 3, 4, and 5 switches
- Partner Phone system Installation and Maintenance
- Lucent Definity PBX Setup, and Maintenance

JPD, INC. City, ST

1995-1996

UNIX Database Administrator**Key Results:**

- SCO Open Desktop 3.0 - Installed, Maintain & Update
- SCO 5.0 Installation
- Disaster Recovery - Analysis & Implementation
- 125+ Workstation Network
- Procedures Analysis & Implementation
- FoxPro Developer
- Developed/Maintained Access databases
- LPC Lifesaver Award

Gates Tech & Associates, City, ST

1993-1995

Network/Systems Engineer**Key Results:**

- Installation, maintenance, of over 100 networks
- Peer to Peer Network Setup
- 4.11, 3.12 Novell Installation & Setup
- Tie-ins to AS-400/System 36, and SCO
- SCO Unix Setup, Installation
- Train "In-House" System Administrators on Novell
- Disaster Recovery Planning for sites

Professional Experience Continued

Retail Computers, City, ST 1991-1993

President

Key Results:

- Owner/Partner - Consulting Firm
- 4GL Programming
- Systems Analysis
- Installation of Cabling - Ethernet, Etc.
- Applications Support
- PC Sales and Support
- LAN design and installation
- Help Desk design and support
- PC User Training (Classroom & On-site training)
- Fax, Printer, Modem, and CD-ROM server Setups

Community

Community Ambulance, City, ST 2 Years
Former President & EMT

Boy Scouts, City, ST 3 Years
Scoutmaster

Education

Computer Science / Math – University of State, City, ST

Citrix Metaframe Administration – Benchmark

Adv. Router / Firewall Configuration – Cisco

CNE – Novell

SCO-Unix Basic/Advanced Administration

Definity PBX Administration – Lucent

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