

Sample Client—MBA, PMP

Northglenn, CO | email@blue.com | (123) 456-7890 | [linkedin.com/in/sampleclient](https://www.linkedin.com/in/sampleclient)

Chief Information Officer, IT Director, IT Project Manager

Strategic IT executive with over 20 years' experience successfully managing, expanding, and integrating global technology infrastructure and teams to support cost effective, reliable and efficient operations enterprise-wide. Capable of addressing all advanced system administration, enterprise networking and IT service related needs from strategic direction to flawless installation. Demonstrated success proposing, designing, scoping, planning, managing and launching large-scale, complex IT projects that yield measurable positive impacts to the business.

- Budgeting and Forecasting
- Project Management
- Gap Analysis and Process Identification
- IT Policies and Procedures
- IT Strategic Planning
- Network Analysis and Design
- Network Security and Administration
- Operations Improvement
- Staffing and Team Leadership
- Team Building and Mentoring

AREAS OF EXPERTISE

NETWORKING: Network Design, Network Administration, WAN, LAN and WLAN Management. **Cisco Products:** Switches, Routers, Call Manager VoIP. **Sonicwall Products:** Firewalls, Wireless Controllers and Email Security. **Barracuda Products:** Firewalls, SPAM Filters, Email Archivers, Link Balancers and Backup Appliances. **DELL Products:** Equallogic SANs, NAS Devices, KASE Appliances, Servers and Switches. **HP Products:** Proliant Servers, Procurve Switches and Printers. **Protocols/Etc.:** TCP/IP, DNS, DHCP, VPN, and Group Policy. **Infrastructure:** CAT6 Cable Termination and Testing, Fiber Optic, MPLS and T1 Configuration.

SERVER TECHNOLOGIES: Microsoft Windows Server (All Versions); Exchange Server (All Versions); Office 365; SQL Server 2005; Citrix Xen Server Virtualization, Hyper-V Virtualization, Management and Configuration. Backup Systems, Email Archival Software and Appliances, Cisco Call Manager, Cisco Unity Voicemail, Apple Servers, Jamf Pro (Casper)

PROFESSIONAL EXPERIENCE

REDACTED Company Name

2017 to present

DIRECTOR OF INFORMATON TECHNOLOGY

Provided technological leadership for over 30 high-volume facilities including DIA restaurants and retail locations, commercial buildings and residential properties; oversaw all aspects of IT including infrastructure, security, POS, networking, access controls, digital signage, CCTV, and climate controls.

- Implemented tracking and accountability systems for all IT operations including support tickets and purchases, resulting in greater fiscal responsibility; better management of resources, time and performance; and improved departmental reputation
- Hired and managed team of 5 highly skilled technicians; provided daily supervision, training, and leadership
- Launched initiative to create procedural documentation for all technical systems to standardize processes and support user success
- Collaborated with city and county officials to ensure compliance of DIA technical infrastructure and immediately resolve concerns
- Oversaw major equipment upgrades to increase system reliability by 50% and facilitate growth; corrected problematic past integrations and implemented necessary improvements to ensure PCI compliance
- Successfully redirected failing \$100K project and streamlined to completion, resulting in immediate savings to organization in lost time and labor costs
- Planned all technical requirements and implementation strategy for major expansion involving 26 out-of-state facilities

REDACTED Company Name

2009 to 2017

CHIEF INFORMATION OFFICER

One of 4-person Executive Management Team overseeing \$15M annual budget; managed all technical elements from strategic direction to tactical implementation within district's 4 physical locations; oversaw team of 5 providing IT support for 4,000+ computer and mobile devices as well as 2600+ end-users including students, faculty and staff.

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- Led \$3M initiative to further district's core technological vision by incorporating multi-media tablet technology into daily education; scoped infrastructure requirements for additional 2700+ mobile devices and oversaw implementation
- Immediately identified and addressed antiquated technology and compatibility concerns within newly installed software; achieved 80% reimbursement for costs previously incurred
- Reduced price per page for printing by over 75% by renegotiating leased assets
- Established and implemented all IT procedures and enterprise policies from the ground up
- Service Desk to manage and record problem resolution and track performance of support team resulting in more efficient processing and reduced confusion
- Oversaw all IT projects related to construction of new 60,000 square foot facility, from scoping requirements to ensuring appropriate installation and setup

REDACTED Company Name

2008 to 2009

DIRECTOR OF IT

Provided IT leadership for global expansion, ensuring seamless integration of operations between 7 locations worldwide; managed 15+ global contractors and oversaw countless vendors and suppliers to achieve timely on-budget outcomes.

- Oversaw \$500K annual budget; developed financial and capacity projections and provided planning expertise to better manage costs and meet technical requirements of expansion
- Initiated and managed development of custom ERP solution to streamline all aspects of operations; achieved 45% increase in efficiency and remained within established \$365K budget

REDACTED Company Name

2001 to 2008

IT MANAGER & IT CONSULTANT

Provided IT support and assistance for SMB clientele; augmented in-house teams to resolve advanced problems and manage complex, high-profile initiatives; directed all aspects of the business from marketing and accounting to client service and project management and achieved increasing revenue and profitability year after year.

- Established, managed and maintained strong working relationships with 60+ key clients including SPS Studios, Blue Mountain Arts, Lara Bar, Pasta Fresca, Benjamin West, and Highline Capital Corporation among others
- Selected and supervised qualified subcontractors based on client and project requirements; ensured timely on-budget delivery of services
- Provided planning and implementation support to aid the rapid expansion of Fresca Foods (now Lara Bar); ensured seamless upgrades to create integrated multi-facility network, catering to unique security requirements and a dramatic user growth from 10 to 175+

REDACTED Company Name

2000 to 2001

MANAGING SYSTEM ENGINEER

Managed and mentored team of 13 IT staff including Systems Engineers, Web Developers, and Communications Technicians; provided LAN and WAN network design, integration and network security for SMB clientele.

- Oversaw on-time, on-budget delivery of 10 to 15 advanced IT projects per month while providing exceptional client service
- Managed and distributed assignments amongst team members and helped establish project requirements; efficiently handled customer complaints and escalated issues with high complexity (e.g. exchange database corruption repair)
- Helped increase revenues by 400% through account development, technical sales and expanded service offerings

EDUCATION

Project Management Professional (PMP)
Masters of Business Administration (M.B.A.)
Bachelor of Arts in Computer Information Systems

Project Management Institute (PMI), 2017
University of Phoenix, 2009
Iowa Wesleyan College, 2000