

PROFESSIONAL SUMMARY

IT Manager who thinks strategically to understand business concerns and to manage IT as a business — focuses on building new competitive business capabilities and reducing the cost and complexity of managing applications and infrastructures. A calculated risk-taker who achieves challenging but realistic goals, applying strong organizational and communication skills to keep stakeholders engaged and delighted with the results.

PROFESSIONAL EXPERIENCE

Company Name IT Manager

5/2017 – Present

Concurrently with project management responsibilities, oversee program efforts for an application portfolio, providing a governance structure, established standards for quality, and measures of cost and value.

- Manage a 10-member team responsible for application operations, project enhancements, and financial management. Work in both technical and management roles. Define the technology strategy, identify capability gaps, and develop and implement project roadmaps.
- Led the design and modeling of key projects for Master Data Management (MDM) and the Customer Data Warehouse that supported new product launches. Presented all projects to the Architecture board and provided code reviews to ensure standards were followed.
- Managed the implementation of an enterprise pricing platform, a Salesforce solution. Complied with corporate's centralization strategy to quickly adapt to complex pricing changes in an ever increasing and diversifying portfolio.
 - Delivered self-service capabilities, optimized business analytics, improved cross-functional communication about pricing, provided significant time savings, and eliminated noncompliant processes.

Company Name IT Manager

12/2010 – 4/2017

Recruited by former manager to modernize an underperforming environment that was a patchwork of ill-matched systems with poor IT management practices. Conducted a thorough assessment of the architecture - people, processes, and technology. Created a plan to address current issues and a technology roadmap to grow technical and business competencies and processes for up to 500 employees. **\$1M savings to date.**

Assumed a hands-on technical role to mitigate risks, reduce costs, and ensure reliable operations.

- Reduced IT positions by 50%. Worked with department heads and management to streamline the IT department by merging responsibilities to eliminate duplicate efforts and by separating support tasks. Worked with staff to understand the significant changes and to get focused on the positive path ahead.
- Resolved network infrastructure and security problems with a virus infected email domain that was often blacklisted, always unreliable, and was a patchwork of outdated switches and routers.
 - Purchased and installed Cisco switches and set up VLANs to separate and secure each department for optimized availability and performance.
 - Built a new Exchange server, sourced and installed new antivirus/anti-spam software and moved mailboxes to new server.

Standardized practices, improved efficiencies, streamlined operations, and grew the team.

- Hired, coached IT team to grow technical strengths in networking design and configuration, security, LAN/WAN, VPN connections, and the repair of the network infrastructure and application components.
- Led the team in best practices for production and project support for desktops, servers, networks, and applications. Served as a systems engineer or network engineer, as needed, to keep projects on track.
- Worked with management to develop budgets and prioritize projects according to business requirements.
- Initiated and worked hands-on to complete projects that reduced costs or were tied to revenue generation.
 - Migrated to Microsoft cloud hosting, saving \$350 per month.
 - Sourced and set up POS software/server/terminals/wiring for a new Digital Dining system which replaced cash registers/hand-written tickets, and reduced theft.
 - Installed Wi-Fi hotspots for patrons and media personnel. Sourced data line \$80/month under budget.

- Worked with a contractor to set up a customer loyalty program used to tailor marketing campaigns.
- Extended the service life of legacy systems with minimal increased overhead and impacts to users.
- Documented technical infrastructure, created business user documentation, and established disaster recovery procedures.
- Administered and maintained network infrastructure and performed enterprise-level LAN/WAN network design and documentation. Continuously worked to improve network security.

Company Name

9/2008 – 12/2010

IT Project Manager

Took on many roles for a startup organization with responsibility for enterprise infrastructure development and support. Migrated to a global SaaS architecture, which dramatically improved company's ability to maintain its software and led to explosive customer growth.

EDUCATION

University of New Mexico, Anderson School of Management

Bachelor of Business Administration – Management Information Systems