

CIO / DIRECTOR OF IT / SPECIAL PROJECTS MANAGER

- Technology Team Leader - Business Process Improvement - Strategic Business Partner -

With a diverse background in systems, finance and operations management over the past 15 years, I offer a fresh approach to IT management. My strong business background coupled with my years of IT experience would be a valuable asset to any organization. I excel with projects within organizations where technology, and how it is utilized, has a direct impact on overall company performance. I have 10 years of direct experience in providing and presenting boards of directors, executives and senior management the analysis and insight required to make not only quantitative but qualitative decisions.

My background includes fifteen years of progressively responsible projects in business and technology management. I have established and directed highly successful, technology implementations and have lead multiple teams working to deliver a range of corporate goals.

Amongst my duties, I have analyzed corporate technology purchases and made recommendations to the executive board on future IT budget strategies and cost saving initiatives. The result of my strategic approach to IT management includes the ability to expand or contract expenditures based on economic indicators. During the course of my career I have negotiated and renegotiated IT related proposals and contracts which have lead to increased revenue and substantial cost savings.

I am proficient at developing business, financial, and technology policies and procedures, formulating and implementing business development strategies, and am adept at recruiting and leading effective technical and business teams. As a liaison between IT, outsourced vendors and executive management my abilities are unsurpassed. As a negotiator and analyst at heart, I am able to build strategic relationships and partnerships with vendors, clients, and financial institutions. My past achievements are indicative of an effective leader who communicates well, and has a proven record of success in fast-paced, challenging environments.

CORE COMPETENCIES

- Business Process Analysis
- Budget and Cost Management
- Emerging Technology Analysis
- Process Analysis & Redesign
- IT Audit and Analysis
- Help Desk Management
- Vendor liaison and analyst
- Infrastructure Design/Manage/Improve
- Systems & Technology Utilization
- Growth/Expansion Planning
- Cloud & Mobile Computing
- Data Center Management & Security

IT RELATED CORE COMPETENCIES

- Windows OS /Mac OS
- Windows/Unix/Linux
- Server/Workstation Management
- Cabled/Wireless Networks
- TCP/IP, DNS, DHCP, Ethernet
- Help Desk Support
- HTML/ASP/PHP
- SQL/Visual Basic/FoxPro
- VOIP Technologies
- Database Development
- Remote Location Management
- Android/iPhone App Development
- MS Sharepoint / Office 365
- Google Business Apps
- Cloud/Virtualization
- IT Purchasing/Contracts
- Web based Applications
- Hardware/Software Repair
- Hosted Exchange / Email
- Web Development / Hosting

MANAGEMENT RELATED CORE COMPETENCIES

- Profitability & Cost Analysis
- Mergers & Acquisition Analysis
- Budgeting & Cost Management
- Team Development/Leadership
- Financial Modeling
- Contract Negotiations
- Process Design Team Member
- Concept Branding/Marketing
- Multi-Unit Financial Reporting
- Hiring and Training
- Website/E-Commerce
- Design/Define Financial Reports
- MIS System Implementation
- Create/Analyze Benchmarks
- Forecasting & Cash Flow
- Sales & Marketing Development

RECENT CAREER HIGHLIGHTS & ACHIEVEMENTS

- ▶ Designed and implemented a sales database that consolidated several years of clients data into one database. Included triggers for follow ups and additional action items that increased revenue over 28% and decreased overtime to 0.
- ▶ Reviewed and analyzed cost centers to determine that an outsourced call center would benefit the company. Subsequently oversaw the implementation of this system which lead to an increase in new sales of 23% while reducing the cost per sale.
- ▶ Completed an IT audit which focused on mobility, cloud servers and automated processes. This resulted in increased productivity across all functions, lowering overhead, increasing sales, improving data accuracy and quicker reporting.

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FINANCE & REPORTING HIGHLIGHTS

- Ground-up development, implementation and coordination of proprietary MIS systems
- Analyze and present findings relating to the impact of both financial and operational change within the company.
- Financial Analysis team manager responsible for coordinating and overseeing the projects of several analysts and accountants.
- Responsible for translating acquired company financial statements into the formatting and structure that is in current use.
- Created a standard model and subsequent reporting package that is being used to analyze the financial impact of corporate changes, ranging from acquisition benefits to manufacturing plant output effects.
- Conducted financial, business and contract analysis and valuations to identify and qualify potential acquisitions.
- Responsible for coordinating the efforts of several staff accountants and financial analysts to produce monthly consolidated reports on a timely basis.
- Created and presented budgets for 40 subsidiary labs throughout the US. For a publicly traded company (\$650,000,000+)
- Responsible for assisting with the preparation of financial assessments of operating activities, capital investments and business acquisitions including the development of visually enhanced financial and operating reports, budgets and forecasts.

SELECT HANDS ON HELP DESK REPAIRS

Wireless Network Install	Firewall Updates & Exceptions	Upgrade RAM (pc/laptop)	Virus/Spyware Removal
Migration of XP & Vista Machines to Windows 7	Hard Drive data recovery and installation of new drive	Data Recovery of Non-Networked Laptop	Install and Network Scanners/Printers
Troubleshoot locked databases in hosted multi-user environment	Repair/Update codecs for SIP softphones	Troubleshoot Network Connectivity Issues	Add new users to hosted applications
Develop scheduled hybrid backup system	Repair of Bad Windows Installation + Registry Clean Up	Replace laptop screen / lcd panel to keep old laptops in service	Upgraded Computers – move all data from old computers
Purchase / RFP Equipment & Parts	Troubleshoot virtualization & server issues	Select, install and manage an IP PBX system	Provide support and repair for android/iOS (phones/tablets)
Provide remote assistance to off-site employees	Select, deploy and administer a cloud based dns system	Install gigabit network adapters to older upgraded systems	Install/Configure Hd conference room (voice/video conferencing)

VENDOR NEGOTIATIONS / CONTRACTS

- Coordinated, Selected, Negotiated and Purchased Android based tablets and smartphones for field sales.
- Analyzed SLA's to make sure all vendors were providing us everything promised.
- Worked with hosted/cloud provider to increase resources while reducing cost without extending our contract.
- Negotiated a lower per seat cost for our hosted leads management program.
- Downgraded contracts with providers without incurring additional fees.
- Reviewed, analyzed and selected Cloud/VOIP/EPR service provider and solutions.
- Determined the importance and cost benefit of outsourced resources – selected and negotiated pricing and expectations.

REFERENCES / RESUME

references and resume available upon request