

REGIONAL IT MANAGER
Professional Summary

Exceptional IT Manager talented at personnel management, vendor management and business strategy development. Technically-savvy with outstanding relationship building, training and presentation skills.

Languages spoken: English, Conversational Chinese

Skills

- Team leadership
- Budgeting and finance
- Project management
- Process implementation
- Staff development
- Data management
- Self-motivated
- Strong verbal communication
- Powerful negotiator
- Conflict resolution
- Risk management processes and analysis

Work History

09/2012 to Current

Regional IT Manager Company Name " City , State

- Acted as project manager for \$10mn New York office move and serves on advisory board for all international office moves .
- Direct the after-hours (12p.m.EDT) delivery of first, second, and third-level technical support end users across 14 office facilities and locations, including 500+ lawyers and 500+ staff members.
- Ensure prompt and courteous technical support.
- Manage, train and review support staff team members.
- Developed SMART objectives and KPI's to continually motivate staff.
- Review help desk metrics with a help desk manager to ensure tickets are addressed according to SLA.
- Identify recurring issues to address with global software and applications manager.
- Work with cross-functional technology committee to create policies that accurately reflect current and future technology trends.
- Work with international trainers to oversee local training requests.
- Draft and distribute local and after-hours call metrics to the Director of Information Technology.
- Purchase and budget all hardware and software for the New York office.
- Lead document production (8ppl), local help desk (2ppl), global after-hours help desk (5ppl), local AV/ office services staff (3ppl).
- Ensure high availability of systems and applications across the organization.
- Serves as last point of escalation when manager on duty.
- Develop, review, and maintain local infrastructure policies and procedures: Advise on global procedures through technology committee.
- Develop, review, and enforce service level agreements for help desk manager and lead.
- Determine metrics, define measurables, and present data to executives on performance of department.
- Liaise with global team to develop and implement business process improvement for policies that address security policies relating to GDPR compliance and local compliance measures.
- Designed and implemented a knowledgebase tool for use by IT colleagues and end users in order to accurately diagnose technical issues.
- Coordinated global resources and training for offices during Lotus Notes to Outlook and Windows 7 to Windows 8 rollout.
- Increased first call resolution from 85% to 98% through help desk training and cross functional training.
- Supports Director of Technology with daily operational functions.
- Assisted various business groups with document organization and dissemination during acquisitions.

06/2007 to 09/2011

Technical Support Analyst Company Name " City , State

- Collaborated with the sales, marketing and support teams to launch products on time and within budget.
- Maintained and monitored the server room, the wireless network and other server infrastructure.
- Set up staff workstations with PCs, Macs, phones and laptops.
- Partnered with the marketing team to leverage technology into customer value propositions to be used during marketing events.
- Created new hire IT training curriculum.
- Acted as technology liaison between technology department and global recruiting division.
- Tested and implemented new technology-based global projects such as Nuance PDFCreate.
- Delivered on-site IT and AV technical support for 300+ staff in local and regional offices.

03/2007 to 06/2007

Desktop Support Technician Company Name " City , State

- Hands on roll in Domestic and International OS migration from WinXP to Win7. Worked with engineering and applications staff to resolve any problems related to the upgrade until functional.
- Key responsibility to support all users from C-Level firm chairman through contract services by troubleshooting and resolving all problems relative to the Mac, Macbook, PC and related equipment.
- Install Mac and PC OS, configure network settings to integrate with the firm's network, troubleshoot issues locally to provide support for a

mainly virtual Citrix desktop.Â

- Work with various interdepartmental groups to resolve in depth issues regarding security and accounts.
- Install and configure hardware and software as it relates to users needs.

10/2004 to 02/2007

Software Licensing Coordinator Company Name “ City , State

- Client facing manager responsible for all aspects of department.
- Managed department budget; Responsible for personnel and department operation.
- Handled monthly billing.
- Performed software audits (Software asset management).
- Responsible for license and application management.
- Oversee sale of software to students, staff and business units.Â
- Escalate desktop management issues to vendor and ensure prompt resolution.Â
- Create standard operating procedure for handling software related issues (change management).Â
- Manage vendor-university technology relationships.Â
- Worked on implementation of online university software management system.

Education

Master of Science : Information Management W.P. Carey School of Business of Arizona State University - City , State

Information Management

Bachelor of Arts : Psychology, Sociology Chinese Studies Emory University - City , State

Major(s): Psychology, Sociology Â Minor: Chinese Studies

Skills

- Budget management.
- Supervision skills.Â
- Litigation vendor management experience.
- Service level agreement (SLA) management experience. Â
- Vendor selection and relationship management experience.
- ESX server administration.
- System Center Configuration Manager (SCCM) management administration.
- Familiarity with installation, maintenance and monitoring of networking equipment.
- Administration of: MobileIron/BES; MS Server 08/03/00; Windows 7/XP/2000; MS Office Suite version 10/07/03; Lotus Notes 4.6/5.0; Exchange 2010; Microsoft Lync; ESX/Netapp servers; Mimecast; Citrix Xen suite; Active Directory.
- Remote desktop software troubleshooting.
- Legal apps: FileSite w/Outlook Integration; PDFDocs Suite; Carpe Diem; TOA software.
- Project lead on pilot installs & rollouts of software, hardware & operating systems.
- Completed Microsoft Certified Information Technology Professional training (MCITP).