

DIRECTOR OF INFORMATION TECHNOLOGY

Executive Profile

Director of Information Technology Project Manager * Business Analyst * Technical Support Analyst Visionary and highly accomplished Information Technology executive with success spanning 20+ years in high-performance, multi-faceted environments. Innovative and quality-driven professional to oversee enterprise resource planning, data and voice networking, software development, performance analysis and other critical business processes. Expertise establishing strategies and spearheading long-term initiatives to devise deploy and support IT infrastructures in alignment with business objectives. Adept administrator of enterprise projects and organizational budgets.

Skill Highlights

- Innovative Leadership
- Change Management
- Infrastructure Design
- Strategic Planning
- Technology Development
- Collaboration and Liaison
- P & L Oversight
- Organizational Development
- Mentoring and Coaching

Professional Experience

Director of Information Technology 08/2005 to Current

Company Name City, State

- Manage software development and infrastructure projects.
- Direct daily operations and oversee vendor relationships.
- Define project requirements and aligning efforts with clients and corporate needs and assess outcomes.
- Develop and see change management processes, release control, maintenance and support activities and employee training programs.
- Determine needs analysis for infrastructure and software requirements.
- Establish corporate policies pertaining to staff and employee usage of technology.
- Provides 24 x 7 technical support, Service Level Agreements (SLA's) and root cause analysis reporting.
- Directed staff of 7 IT professionals comprising of an IT Manager, Network Administrator, Programmer, IT Trainer and 3 Helpdesk Analysts supporting approximately 675 employees in 18 branches within the state of Florida.
- Interact with various departments in Corporate to derive pertinent information for Accounting, HR and Finance and formulate decisions based on data derived from the firm-wide Enterprise Resource Program.
- Accomplishments: Companywide system conversion to Windows 7, Office 2010 completed within 4 months.
- Standardization of software applications and hardware infrastructure, allowing for better system support, faster turnaround time for system problem resolutions Organization of departmental business which includes system inventory, software licensing and registrations.
- Evaluation of IT related vendors and service agreements resulting in a \$300K per year reduction in IT expenditures Implementation of a \$1.5 million ERP system, allowing for standardization of business processes with the financials, human resources, project management and purchasing department.
- Design and installation of an IP hybrid telecom system, standardizing the company's phone system and allowing for free inter-office communication, with a yearly savings of \$160K in telecom expenses.

Manager of Information 02/2003 to 07/2005

Company Name City, State

- Provided leadership in the firm's information technology department in the direction, planning and implementation of technology leading to the support and alignment of the Firm's business operation to achieve an effective, cost-beneficial and secure IT operations for over 350 users.
- Provided strategic and tactical planning, development, evaluation, and coordination of the IT Department.
- Oversee the integrity of all electronic records including information related to information security and data recovery processes.
- Facilitated communication between staff, management, vendors and other technology resources within the organization.
- Directed supervision of 6 IT staff including a Network Administrator, 2 IT trainers and 3 Helpdesk Analyst.
- Ensured that all users are properly trained for secure and effective use of the systems.
- Accomplishments:
- Developed system policies addressing areas of risk and formulating a protocol for an effective change management.
- Spearheaded conversion of phone system to IP telephony resulting to a 30% decrease in spending for telecommunication infrastructure.
- Coordinated conversion of legacy servers and virtualization of servers, increasing operations efficiency and reducing downtime.
- Migrated several of the Firm's legacy application and reducing the applications supported leading to a standardized utilization of software.

Senior Systems Analyst/Project Manager 07/1998 to 01/2003

Company Name City, State

- Responsible for planning and implementation of IT projects while managing and coordinating IT resources.
- Managed relationships with vendors and suppliers to ensure routine maintenance and that any possible problems are detected before they occur.
- Evaluated hardware and software acquisition to ensure compatibility and alignment with the Firm's objectives.

- Ensured all systems are properly updated and evaluated for routine maintenance.
- Assessed network and e-mail security to ensure network integrity.
- Responsible for the standardization and migration of Windows 98 Operating System to a Windows XP environment, Wordperfect to MS Office suite and consolidation of networked workstations and printers.

Education

Bachelor of Science : Industrial Psychology 1985 University of Santo Tomas - Manila Philippines Industrial Psychology

Associates Degree : Computer Science 1995 Baruch College City Computer Science

Cisco Certified Engineer 1997 Dersyha University City , State Selected Professional Development and Seminars Team Leadership * Managing conflict * Effect Supervision of employees

Managing People & Change * Effective Project Management * IP Telephony in the business environment * ERP system implementation techniques * Effective network and infrastructure design Coping with changes in technology

Skills

Accounting, Analyst, business processes, Change Management, Cisco Certified, Coaching, hardware, conversion, clients, direction, e-mail, employee training, Engineer, ERP, Finance, financials, human resources, HR, information security, information technology, inventory, IP, Leadership, Team Leadership, Managing People, Managing, Mentoring, MS Office suite, Office, Windows 7, Windows 98, Windows XP, migration, needs analysis, Enterprise, Network Administrator, network, Operating System, Organizational Development, phone system, policies, printers, processes, Programmer, Project Management, purchasing, reporting, Seminars, servers, Service Level Agreements, SLA, software development, strategic, Strategic Planning, Supervision, technical support, telecom, telecommunication, Telephony, Trainer, Wordperfect