

NAME

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**Summary:**

A flexible, result driven **Technology Manager** with a broad knowledge base and a proven track record of creating new processes and mentoring project teams to deliver business needs on time and on budget. A "Rock Solid" work ethic with a career long history of rising above expectations to successfully drive multiple major and minor projects to completion, often simultaneously.

**Excerpts from Past Reviews:**

*"His Flexibility combined with his ability to learn quickly has made this person a tremendous asset to our Company."*  
- , President,. in special recognition award presentation. December 1998

*"As a manager, he is committed to project success and drives his teams forward to accomplish that success."*  
Mid-year Progress Review, January 1999

*"Under Pressure, he can deliver a lot of results in a short time period."*  
Performance Review, June 2002

*"He Is a solution minded person and is not satisfied with just identifying the Problem,"*  
Annual Review, July, 1999

*"He is a valuable contributor in brainstorming discussions providing new views and insights that often makes a difference."*  
- Performance review, June 2002

**Value:**

- Diverse set of skills and experience resulting in an ability to fill multiple roles in an early stage company.
- Ability to manage at a director level and to step in as an individual contributor to achieve company goals.
- Effective communicator. Can speak with technologists, business users, customers and management on the appropriate level.
- Experienced in handling vendor contract negotiations and budgets.
- History of creating successful processes and procedures to improve workflows.
- Potent staff leader that gets the best out of each employee while making work an enjoyable work environment.
- Drives success from exceptionally performing task no one else wants.

**Career Highlights:**

- Directed growth of Company's production environment from pilot site through 100% quarterly growth to a site processing over 100,000 visitors and 10,000 paid orders per day. This was done while reducing costs to maintain financial viability of the company.
- Reduced Company's operating costs by eliminating a \$50,000 per month storage contract by researching and implementing an in house solution for less than \$150,000. This allowed the company to reallocate the budgeted funds to growth rather than reducing staff.
- Trained and mentored an under performing project manager. Often assigned under performing staff members to increase departmental productivity.
- Exceeded Company's goal of 99% uptime even with full releases every three weeks. This was accomplished by spearheading a service desk process and by collaborating with Development Managers to establish a formal SDLC with a focus on improving quality assurance and reducing deployment times.
- Researched, planned and executed Company's project to move all production operations. This project was proposed at the end of July and implemented October 5<sup>th</sup> with a down time of less than one hour.
- Undertook complete revamping of 's release process. Founded Release committee of business unit managers, mediated disputes in development and testing priorities, Redesigned software packaging, managed software escrow, and coordinated product shipping.

**Skills:**

Cobol/JCL	MS SQL Server	Cisco	Citrix
Visual Basic	MS Exchange	Big IP	Phone Switches / IP Phones
SQL Windows	MS Project	TCP/IP	ER Win
	MS Desktop and Server OS	MS Office	Network Appliance (NAS)

**Professional Experience:**

**IT Operations Manager**

Company, USA Inc, Lexington, MA

June 2000 – March 2004

Oversaw strategic and tactical direction of corporate systems infrastructure for an international on line printer. Specifically focused on management of production revenue generating systems. (I.e. web site and work flow systems). Managed and maintained production, test, and development web environments, as well as the corporate WAN. Coordinated back end printing operations. Planned and executed roll out of two new international offices, move of corporate headquarters, and relocation of production environment.

**IT Operations Manager/ Project Manager**      Company, USA Inc, Boston, MA      October 1999 – June 2000

Deployed and maintained corporate infrastructure for a start up streaming audio provider. Organized and executed technology initiatives. Evaluated and selected vendors and products. Coordinated corporate office move to new site including evaluation of telecommunications vendors and site preparation.

**Associate Director, Project Management**      Company, USA Inc, Salem, NH      June 1998 – October 1999

Coordinated multiple concurrent development projects consisting of teams from 3 -20 members including mentoring and reviewing project staff. Derived business requirements by collaborating with product specialists. Ensured projects meet needs and budget. Shaped corporate SDLC, software policies, procedures, and standards as part of the development committee. Trained and mentored other project managers.

**IT Manager/Release Coordinator**      Company, USA Inc, Lowell, MA      March 1995 –June 1998

Directed all aspects of the software release including coordination of software changes, packaging, software escrow, and delivery. Tracked system modifications from various departments to set release contents and schedule. Mediate and resolved content and scheduling conflicts within releases. Interacted with customers regularly to understand issues with the release process. Also oversaw network and computer infrastructure across three locations in New England. Provided desktop support, telecommunications, and hardware purchasing support to staff. Built customer training center and trained customers and staff. Required that work week split. Also required occasional travel to customer sites.

**Developer/DBA**      Company, USA Inc,

Reviewed code base and interviewed development staff to co-author database diagrams and data dictionary of an undocumented system. Reviewed entire code base as well as new software to ensure proper use of data elements. Worked on the Software Maintenance Team to analyze customer bugs and provide production hot fixes. Developed specialized code for Policy Builder tool set. Required frequent travel to offices.

**Systems Analyst / Programmer**      Company, USA Inc, Waltham, MA,      1993- March 1995

Designed, developed and implemented application changes to ATM and EFT systems using COBOL and JCL. Provided production support to several finance applications. Awarded BayBank Employee of the month for stepping up to the project manger role to assist in another department while still performing analyst role

**Sales Support Specialist / Conversion Team**      Company, USA Inc, Cambridge, MA      1987 -1993

Focal point for integration of systems for both the customer retention and technology integrations. Uniquely qualified for the role due to my expertise on sales cycle, support functions, and applications areas of the company. Trained customer support, sales support, systems, and marketing personnel on product integration. Acted as highest level of support for the customer service department during the conversion. Managed relationships of a portfolio consisting of 25 banks prior to corporate merger. Required Weekly travel.

## **Education:**

**B, Management Information, Systems Name of College**

**PMP Certification planned for Fall 2004**