

DIRECTOR OF INFORMATION TECHNOLOGY

GROWTH & SUPPORT PLANNING | INNOVATIVE IT SOLUTIONS | PROCESS IMPROVEMENT

Director of IT with 15+ years of experience driving organizational strategy for IT infrastructure, operations, and business intelligence. Solid record of managing all aspects of the IT portfolio, partnering with the business to find solid solutions to increase operational efficiencies. Innate ability to breakdown complex issues into actionable pieces, and then chart a plan of attack to improve and deliver results. Focused on building and leading highly-capable teams through clear communications to meet security and compliance requirements in support of outlined business goals.

Areas of Excellence

- Strategic Planning & Execution
- Technical & Infrastructure Support
- IT Operations Management
- Continuous Process Improvement
- Team Development/Leadership
- Project Development & Management
- Executive Leadership
- Manage Vendor Relationships
- Resource Allocation
- Build Agile/Responsive Organization
- Security & Compliance Standards
- Budgeting & Business Proposals

SNAPSHOT OF CAREER HIGHLIGHTS

- **Executed data center upgrades** for scalable performance, processing, redundancy, storage, and tracking
- **Built Business Continuity Plan for the company and its partners** to reduce operational risks
- **Leveraged MS O365 and Azure cloud services** to stay competitive and save **\$75K to \$100K** per year
- **Developed and led critical projects** to maintain a robust application portfolio of cost-effective solutions
- **Led Microsoft Not-for-Profit negotiation**, subsequently saving the company **\$250K to \$500K** annually

PROFESSIONAL EXPERIENCE

ABC UNIVERSITY – New York, NY

2017 – Present

Director, Information Technology

Propel business growth via short- and long-term strategic direction of the infrastructure, operations, and business intelligence. Plan, design, and support services impacting networks, servers, telecommunications, security systems, and data warehouse for Passport and Evolent. Ensure top-notch performance of data centers, service desk, computing environments, and data services. Confirm compliance of SLAs companywide and functionality of all systems and networks.

- **Influenced corporate-wide culture** by developing and rolling out technology-based policies, procedures, and standards in addition to architecting a highly-effective IT Security strategy.
- **Infused flexibility, scalability, and cost-efficiency** by leading the replacement of datacenter hardware and leveraging cloud-based services.
- **Transformed the organizational structure of Passport** to accommodate for a **33%** annual increase in staffing, allowing room for future corporate growth and agility.
- **Consistently aligned IT systems, processes, and programs** to streamline and foster collaboration with Passport's business partners.

ABC 123 UNIVERSITY – New York, NY

2014 – 2017

Manager, Infrastructure & IT Operations

Headed planning, guiding, designing, and maintaining an organizational IT infrastructure, IT operations, and business intelligence teams. Collaborated with multiple departments, and team members. Interacted with executive leadership regarding strategic direction. Recommended strategic planning and oversight of IT Integration service for partner, Evolent and provided tactical direction for Passport and the IT Department.