

# Sample Client—MBA, PMP

Northglenn, CO | [email@email.com](mailto:email@email.com) | (123) 456-7890 | [linkedin.com/in/sampleclient](https://www.linkedin.com/in/sampleclient)

## Chief Information Officer, IT Director, IT Project Manager

*Strategic IT executive with over 20 years' experience successfully managing, expanding, and integrating global technology infrastructure and teams to support cost effective, reliable and efficient operations enterprise-wide. Capable of addressing all advanced system administration, enterprise networking and IT service related needs from strategic direction to flawless installation. Demonstrated success proposing, designing, scoping, planning, managing and launching large-scale, complex IT projects that yield measurable positive impacts to the business.*

- Budgeting and Forecasting
- Project Management
- Gap Analysis and Process Identification
- IT Policies and Procedures
- IT Strategic Planning
- Network Analysis and Design
- Network Security and Administration
- Operations Improvement
- Staffing and Team Leadership
- Team Building and Mentoring

## AREAS OF EXPERTISE

**NETWORKING:** Network Design, Network Administration, WAN, LAN and WLAN Management. **Cisco Products:** Switches, Routers, Call Manager VoIP. **Sonicwall Products:** Firewalls, Wireless Controllers and Email Security. **Barracuda Products:** Firewalls, SPAM Filters, Email Archivers, Link Balancers and Backup Appliances. **DELL Products:** Equallogic SANs, NAS Devices, KASE Appliances, Servers and Switches. **HP Products:** Proliant Servers, Procurve Switches and Printers. **Protocols/Etc.:** TCP/IP, DNS, DHCP, VPN, and Group Policy. **Infrastructure:** CAT6 Cable Termination and Testing, Fiber Optic, MPLS and T1 Configuration.

**SERVER TECHNOLOGIES:** Microsoft Windows Server (All Versions); Exchange Server (All Versions); Office 365; SQL Server 2005; Citrix Xen Server Virtualization, Hyper-V Virtualization, Management and Configuration. Backup Systems, Email Archival Software and Appliances, Cisco Call Manager, Cisco Unity Voicemail, Apple Servers, Jamf Pro (Casper)

## PROFESSIONAL EXPERIENCE

REDACTED Company Name

2017 to present

### DIRECTOR OF INFORMATION TECHNOLOGY

*Provided technological leadership for over 30 high-volume facilities including DIA restaurants and retail locations, commercial buildings and residential properties; oversaw all aspects of IT including infrastructure, security, POS, networking, access controls, digital signage, CCTV, and climate controls.*

- Implemented tracking and accountability systems for all IT operations including support tickets and purchases, resulting in greater fiscal responsibility; better management of resources, time and performance; and improved departmental reputation
- Hired and managed team of 5 highly skilled technicians; provided daily supervision, training, and leadership
- Launched initiative to create procedural documentation for all technical systems to standardize processes and support user success
- Collaborated with city and county officials to ensure compliance of DIA technical infrastructure and immediately resolve concerns
- Oversaw major equipment upgrades to increase system reliability by 50% and facilitate growth; corrected problematic past integrations and implemented necessary improvements to ensure PCI compliance
- Successfully redirected failing \$100K project and streamlined to completion, resulting in immediate savings to organization in lost time and labor costs
- Planned all technical requirements and implementation strategy for major expansion involving 26 out-of-state facilities

REDACTED Company Name

2009 to 2017

### CHIEF INFORMATION OFFICER

*One of 4-person Executive Management Team overseeing \$15M annual budget; managed all technical elements from strategic direction to tactical implementation within district's 4 physical locations; oversaw team of 5 providing IT support for 4,000+ computer and mobile devices as well as 2600+ end-users including students, faculty and staff.*

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- Led \$3M initiative to further district's core technological vision by incorporating multi-media tablet technology into daily education; scoped infrastructure requirements for additional 2700+ mobile devices and oversaw implementation
- Immediately identified and addressed antiquated technology and compatibility concerns within newly installed software; achieved 80% reimbursement for costs previously incurred
- Reduced price per page for printing by over 75% by renegotiating leased assets
- Established and implemented all IT procedures and enterprise policies from the ground up
- Service Desk to manage and record problem resolution and track performance of support team resulting in more efficient processing and reduced confusion
- Oversaw all IT projects related to construction of new 60,000 square foot facility, from scoping requirements to ensuring appropriate installation and setup

REDACTED Company Name

2008 to 2009

## DIRECTOR OF IT

*Provided IT leadership for global expansion, ensuring seamless integration of operations between 7 locations worldwide; managed 15+ global contractors and oversaw countless vendors and suppliers to achieve timely on-budget outcomes.*

- Oversaw \$500K annual budget; developed financial and capacity projections and provided planning expertise to better manage costs and meet technical requirements of expansion
- Initiated and managed development of custom ERP solution to streamline all aspects of operations; achieved 45% increase in efficiency and remained within established \$365K budget

REDACTED Company Name

2001 to 2008

## IT MANAGER & IT CONSULTANT

*Provided IT support and assistance for SMB clientele; augmented in-house teams to resolve advanced problems and manage complex, high-profile initiatives; directed all aspects of the business from marketing and accounting to client service and project management and achieved increasing revenue and profitability year after year.*

- Established, managed and maintained strong working relationships with 60+ key clients including SPS Studios, Blue Mountain Arts, Lara Bar, Pasta Fresca, Benjamin West, and Highline Capital Corporation among others
- Selected and supervised qualified subcontractors based on client and project requirements; ensured timely on-budget delivery of services
- Provided planning and implementation support to aid the rapid expansion of Fresca Foods (now Lara Bar); ensured seamless upgrades to create integrated multi-facility network, catering to unique security requirements and a dramatic user growth from 10 to 175+

REDACTED Company Name

2000 to 2001

## MANAGING SYSTEM ENGINEER

*Managed and mentored team of 13 IT staff including Systems Engineers, Web Developers, and Communications Technicians; provided LAN and WAN network design, integration and network security for SMB clientele.*

- Oversaw on-time, on-budget delivery of 10 to 15 advanced IT projects per month while providing exceptional client service
- Managed and distributed assignments amongst team members and helped establish project requirements; efficiently handled customer complaints and escalated issues with high complexity (e.g. exchange database corruption repair)
- Helped increase revenues by 400% through account development, technical sales and expanded service offerings

## EDUCATION

Project Management Professional (PMP)  
Masters of Business Administration (M.B.A.)  
Bachelor of Arts in Computer Information Systems

Project Management Institute (PMI), 2017  
University of Phoenix, 2009  
Iowa Wesleyan College, 2000