

NAME NAME

City, ST 55555 | (555) 555-5555 | email@email.com

HIGH-CAPACITY INFORMATION TECHNOLOGY LEADER

Catalyst for innovation, change, and process improvement... Transforms complex challenges into focused growth solutions through integration of people, processes, and technology

Dynamic, Visionary and Respected Industry Leader with verifiable success in planning, developing and implementing cutting edge information technology solutions to address business opportunities. History of providing long-term sustainability through process re-engineering, executive-level alignment, and high-impact leadership. Deep expertise in business management strengthened by intellectual curiosity and grounded in real-world technical experience, providing the foundation for next-generation ideas, development, and implementation. Outstanding track record of reducing costs and optimizing business processes through innovative use of technology. Excellent communicator with proven ability to convey complex process development concepts and corrective measures in a simple and compelling manner.

STRENGTHS SNAPSHOT

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|---|---|
| ❖ IT Infrastructure Design & Implementation | ❖ Performance Management & KPIs |
| ❖ Strategic Visioning & Tactical Execution | ❖ Diplomatic Negotiation & Issue Resolution |
| ❖ Business & Technology Alignment | ❖ Budget Planning & Resource Control |
| ❖ IT Policies & Procedures Development | ❖ Project Leadership & Implementation |
| ❖ Employee Recruitment & Engagement | ❖ Team Building, Mentoring & Leadership |
| ❖ Transformational Change Management | ❖ Process Innovation & Optimization |

CAREER NARRATIVE & MILESTONES

University Of Arkansas – Fayetteville, AR

January 2009 – Present

Strategic Business Architect – Office of the CIO (June 2018 – Present)

Overview: Hired to provide the university police department with day-to-day IT management, collaborating with constituents to provide the best service possible. Charged with developing and implementing mobile data terminal vehicles on campus. Collaborate with associate CIO to implement 'Director as a Service' for campus units with no IT leadership. Developed a business continuity network, providing a separate hardened network for critical campus operations.

Notable Achievements:

- Propelled advances in campus security capabilities by growing the CCTV program from **400 cameras to more than 3500 cameras**, leading to an **increase in closure rate of reported crimes to over 87%**.
- Spearheaded the implementation of in-car computing initiative, bringing critical real-time data to campus officers, reducing the time spent filling accident reports and tickets, and improving the accuracy of collected records.
- Played an instrumental role in implementing business continuity network, reducing network outages and enabling police department serve as host to other units during network outages.
- Earned the privilege of receiving the employee of the year award in 2018 and the University Information Technology Services award in 2016.

Director of Technology – Fay Jones School of Design (January 2015 – June 2018)

Overview: Employed to direct a team of four appointed and twenty hourly employees. Partnered with the director of financial affairs to purchase equipment, software, and contract renewals in a timely manner. Managed collaborations with other colleges and auxiliary units by exporting expertise from within the team to streamline IT operations in other departments on campus.

Major Benchmarks:

- Strategized and executed the deployment of Dell KACE system to automate inventory, patching, and new computer imaging/deployment, **achieving zero lost inventory and reducing new computer deployment times**.
- Mounted strategies that decreased technology expenditure by utilizing centrally provided services, increasing the type of services offered and the quality of services provided while returning **25% of the budget for reallocation**.
- Dramatically enhanced access to university resources by consolidating over 20 storage servers into a quarter of a rack.

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CAREER NARRATIVE & MILESTONES *(continued)*

Senior Systems Engineer – Walton College of Business (August 2012 – January 2015)

Overview: Leveraged experience and comprehensive knowledge to maintain college virtual and physical servers with approximately 120 systems and college virtual desktop infrastructure with 450 systems. Oversaw patching and support of college VMware environment, designing and implementing college VMware View environment.

Delivered Results:

- Architected and built exceptional virtualized server environment for the College of Business at **less than 50% of projected cost**, providing more capacity at a lower cost.
- Slashed the time required for resolution of IT issues by expanding the use of Dell KACE system to include inventory, ticketing, imaging, and patching, eliminating the need for manual correlation of data across systems.
- Masterminded and led the virtualization of desktops efforts, guiding the successful test deployment of 75 virtualized desktops to determine the cost savings and ease of deployment of virtual systems.

Systems Engineer – College of Education and Health Professions (February 2012 – August 2012)

Overview: Assisted director of technology services with day-to-day operations. Maintained college servers and data storage environments, developing solutions to virtualize servers and workstations. Forged partnerships with department chairs to integrate the cost of IT into grant proposals.

Selected Accomplishments:

- Drove initiatives to scale out server and storage infrastructure in a new virtual environment bringing transformational stability and service improvements.
- Implemented first tapeless backup solution, saving hundreds of man hours yearly on tape transport and maintenance.
- Deployed first virtual servers to researchers in the college, providing the ability to run several simulations at once in the virtual server environment.

Computer Support Technician – Global Campus (January 2009 – February 2012)

- Assigned to assist the director of digital operations with day-to-day operations, managing helpdesk requests and maintaining servers and data storage environments.
- Oversaw several key projects for the college, including internal Cisco WI-FI upgrade, Tranzeo point to point wireless bridge, and Laserfiche document management system upgrade.
- Conceived, designed, and implemented PC imaging solution, streamlining the deployment process and reducing the time required to install a new computer.
- **Laid groundwork that drove 70% reduction** in cooling and power needs, providing additional capacity and fault tolerance by virtualizing servers.

PRIOR EXPERIENCE

Tyson Foods – Springdale, AR
Contract Lifecycle Technician

February 2008 – January 2009

American Eagle Airlines – Bentonville, AR
Inventory Control Specialist

February 2004 – December 2007

EDUCATION

Bachelor of Art (History) — Middle Tennessee State University, Murfreesboro, TN

PROFESSIONAL CERTIFICATIONS

— **CompTIA A+ and N+ Certified**
— **Microsoft Certified Professional**

— **VMware Certified Professional 6 NV**
— **VMware vExpert**