

EMMA JOHNSON

Data Center Manager

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PROFESSIONAL SUMMARY

Results-driven Data Center Manager with over 5 years of experience in optimizing data center operations, enhancing system performance, and leading cross-functional teams to achieve operational excellence.

WORK EXPERIENCE

Associate Data Center Manager

📅 Dec / 2021-Ongoing

Quantum Solutions LLC

📍 Phoenix, AZ

1. Managed a team of 9 employees, overseeing performance evaluations and task assignments to ensure operational efficiency.
2. Developed staffing requirements and hiring criteria for technical roles, aligning with organizational goals and standards.
3. Evaluated resource utilization to maximize efficiency and enhance customer satisfaction across data center operations.
4. Served as a member of the Contracted Source Selection Board, ensuring compliance with procurement standards.
5. Led the migration of 7,000 email users to a cloud-based system, enhancing communication and collaboration.
6. Oversaw project management initiatives, resolving issues and ensuring timely completion of data center operations.
7. Provided daily direction and performance evaluations for direct reports, ensuring effective data center administration and maintenance.

Data Center Manager

📅 Dec / 2019-Dec / 2021

Lakeside Apparel Co

📍 Chicago, IL

1. Supervised daily operations of a 15+ member IT team, ensuring high-quality service delivery for domestic and international clients.
2. Enforced process execution to enhance the quality, timeliness, and accuracy of departmental operations.
3. Managed multiple data center colocation sites, overseeing vendor relationships and asset inventory.
4. Built and led a global support team, implementing a follow-the-sun support model for enhanced service availability.
5. Executed capacity planning and budgeting for data center resources, optimizing purchasing and deployment strategies.
6. Implemented virtual desktop technology across the organization, improving user accessibility and operational efficiency.
7. Designed and managed audio-visual strategies, providing training and support for staff on new technologies.

EDUCATION

Bachelor of Science in Information Technology

📅 Dec / 2017-Dec / 2019

University of California

📍 Portland, OR

Focused on data management, network systems, and IT project management.

SKILLS

Data Center Management

Data Center Operations

Capacity Planning

Disaster Recovery

ACHIEVEMENTS

★ Reduced operational costs by 20% through process optimization and resource management.

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