

ROBERT SMITH

Sr. Director Of IT Operations

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Seasoned IT professional with over 15 years of experience. Possess expert knowledge in multiple aspects within the IT discipline coupled with a military background, which makes a unique leader. Progressively advanced based on technical and leadership results, earning accolades for ability to direct teams.

CORE COMPETENCIES

IT Management, Vmware.

PROFESSIONAL EXPERIENCE

Sr. Director Of IT Operations

ABC Corporation - January 2010 – December 2014

Key Deliverables:

- Supported the local and regional Desktop support operation, data center and the disaster recovery site and methodology.
- Responsible for the daily performance and availability of the organizations systems and its support.
- Conducted regular technical visits to ensure customers were satisfied.
- Established a monthly survey as part of our continuous improvement program.
- Analyzed servers, backups, internal processes and the overall health of the systems and recommended upgrades and changes as necessary.
- Documented and handled in accordance with the established service level agreements.
- Instituted a knowledge base portal accessible to the analysts to utilize as a tool to quickly correct challenges within the enterprise, and they could also update it as needed.

Director Of IT Operations

Delta Corporation - 2005 – 2010

Key Deliverables:

- Manager of IT Operations; Senior Systems & Network Administrator Working CTO Project management Qualification of network and infrastructure Manager.
- Directed operations for multiple data centers consisting of mainframe, mid-range systems, PCs, voice/data and networking.
- Single Point of contact accountable for all for data center and transition activities.
- Created a high performing network, server, telecom, and desktop support teams while saving \$500K annually using cloud services, staffing re-.
- In response to external customer demand, I led the Enterprise Disaster Recovery Committee which created a multi-departmental DR/BC plan.
- As the company expanded its manufacturing in Mexico and opened its first operation in China, I developed a global support strategy for all.

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- Work in close collaboration with senior staff and program leaders to understand, link and align IT capabilities with operational, business.

EDUCATION

- Bachelor's in BA / CIS - 1994(St. Leo University - Saint Leo, FL)