



# WILLIAM PEREZ

## Director Of Network Operations III

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### PROFESSIONAL SUMMARY

Visionary Director of Network Operations with a decade of experience in optimizing network infrastructures and enhancing operational efficiency. Proven ability to lead diverse teams, implement strategic initiatives, and drive innovation in technology solutions. Committed to aligning IT operations with organizational goals to ensure security, reliability, and excellence in service delivery.

### WORK EXPERIENCE

**Director Of Network Operations III**  
Pineapple Enterprises

📅 Jun / 2019-Ongoing  
📍 Santa Monica, CA

1. Oversaw all aspects of network operations, ensuring optimal performance across multiple locations.
2. Led a team of 165 in enhancing Help Desk support, expanding from 8 to 20 locations globally.
3. Designed and implemented softswitch architecture, improving service delivery and operational efficiency.
4. Conducted quarterly financial analyses for network resources, optimizing budget allocations.
5. Collaborated with Sales and Customer Service to enhance on-time performance metrics and customer satisfaction.
6. Managed web-based financial reporting for corporate financial departments, ensuring accuracy and compliance.
7. Negotiated contracts for Information Systems, ensuring favorable terms for 12 companies.

**Director Of Network Operations**  
Lakeside Apparel Co

📅 Jun / 2015-Jun / 2019  
📍 Chicago, IL

1. Accountable for managing operations of Network Engineering, Systems Engineering, and Network Operations Center.
2. Implemented strategic planning and process improvements, driving team development and leadership.
3. Directed network administration for remote locations, ensuring robust design and maintenance protocols.
4. Planned and scheduled seasonal capacity for all network resources, optimizing operational workflows.
5. Enhanced internal network management, improving system reliability and user experience.

### EDUCATION

**Master of Science in Information Technology**  
University of Southern California

📅 Jun / 2012 - Jun / 2015  
📍 Seattle, WA

Focused on advanced network management and IT operations.

### SKILLS

Network Infrastructure Optimization



Cisco Networking Solutions



IT Strategy Development



Team Leadership



Project Management



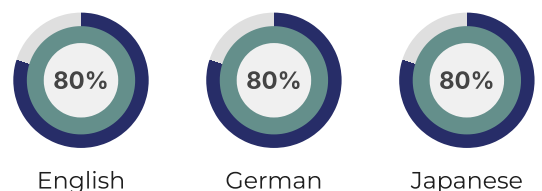
### INTERESTS

- 🔧 Woodworking
- 🌠 Star Gazing
- ★ Theatre
- 🏗 Architecture

### STRENGTHS

- 😊 Politeness
- 🚩 Determination
- 🚀 Ambition
- ✅ Dedication

### LANGUAGES



### ACHIEVEMENTS

- ★ Reduced network downtime by 30% through proactive infrastructure enhancements.
- ★ Increased operational efficiency by 25% by streamlining network processes and team workflows.