SOPHIA BROWN

It Operations Manager

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👤 PROFESSIONAL SUMMARY

Innovative IT Operations Manager with 7 years of experience in streamlining IT processes and enhancing system performance. Adept at overseeing technology projects and improving operational efficiencies to support organizational goals. Focused on implementing strategic solutions that foster collaboration and elevate service delivery.

🖥 WORK EXPERIENCE

It Operations Manager

Seaside Innovations

📅 Feb / 2020-Ongoing
📍 Santa Monica, CA

1. Oversee daily IT operations to ensure optimal performance and reliability.
2. Manage IT infrastructure, including servers, networks, and cloud services.
3. Led management of LAN and network applications, overseeing administration of enterprise applications and ensuring overall systems efficiency in a Windows environment.
4. Directed efforts in a hands-on role regarding AV for video conferencing and internal phone systems, acting as backup support for physical security system hardware.
5. Standardized configurations and security protocols for Xerox multifunction machines, enhancing operational efficiency.
6. Established processes and workflows for technical provisioning, including the selection and procurement of IT equipment such as desktops and servers.
7. Assessed multiple solutions for systems projects, soliciting ideas from colleagues and industry experts to create cost-effective support strategies.

IT Operations Manager

Lakeside Apparel Co

📅 Feb / 2018-Feb / 2020
📍 Chicago, IL

1. Provide leadership and strategic direction for operations focused on customer service within the County of San Mateo Human Services Agency.
2. Foster a customer-centric culture by establishing and nurturing strong service-oriented teams.
3. Manage diverse projects related to application support, development, enterprise software, and business analytics.
4. Oversee the planning, execution, and success of project management services and delivery.
5. Lead a team of application developers, system administrators, and support staff to ensure optimal performance.
6. Supervise IT Analysts in application development, support, business analytics, and automation efforts.

💡 SKILLS

Network Infrastructure Management

Automation Tools

Database Management

Compliance Standards

Troubleshooting Skills

✈ INTERESTS

🎙 Podcasts   🌐 Language Learning

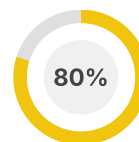🎵 Dancing   🚴 Cycling
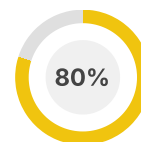
✊ STRENGTHS

- ✒ Intuition
- 👥 Leadership
- 🎧 Listening
- 👤 Mentorship

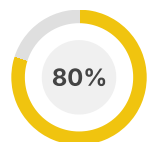## 🔤 LANGUAGES

80% English

80% French

80% Arabic

⭐ ACHIEVEMENTS

- 🏅 Reduced system downtime by 30% through proactive maintenance and monitoring.
- 🏅 Implemented ITIL best practices, resulting in a 25% increase in service delivery efficiency.