

NAME

Sample Resume by Thea Kelley

city, state, zip

phone #

email

DIRECTOR OF INFORMATION TECHNOLOGY

Hands-on Technical Leadership • Compliance Expertise • Internationally Focused

PROFESSIONAL PROFILE

- **Over 10 years of in-depth experience designing, implementing and scaling** highly efficient technical environments for global, high-tech companies.
- Exceptional skill in building **rapport and collaboration with all levels**, from CEO to Department Heads to IT team. A strategic partner in driving business results.
- Extensive experience **harmonizing international networks** and **managing a global team**.

CAREER HIGHLIGHTS

- Dynamic record of accomplishments in the areas of **cost reduction, data security, network integration and flawless compliance** in current position as head of IT for multinational company.
- **Built a complete IT infrastructure from the ground up** as IT manager for Internet-based R&D firm.
- Demonstrated **proactive energy**, developed **expansive business acumen** and gained **“big picture” perspective** as owner/operator of IT-focused business providing mission-critical technical services.

TECHNICAL EXPERTISE

Systems Windows Server 2000/2003/2008, Active Directory, Windows XP/Vista/7, OS X, Linux
Software Exchange 2003/2007, MS SQL 2005, Symantec Enterprise Protection/Backup Exec, VMware, BES
Hardware Cisco Networking, HP ProLiant Servers, RAID, SATA, SAS, SCSI, UPS, NAS, tape backup, Polycom video conferencing, Cat5
Networking TCP/IP, DNS, DHCP, HTTP/S, VPN, RAS, IIS, SSL, POP3, IMAP, SMTP, WSUS, FTP, SSH, LAN, WAN, Wi-Fi

PROFESSIONAL EXPERIENCE

Associate Director, Confidential, Inc., City, CA

2005 – Present

Head of IT for multinational biotechnology firm (promoted from IT Manager in January 2009). Direct all aspects of globally aligned department including service desk, documentation, data center, asset lifecycles, vendor relationships, budget development, Sarbanes Oxley compliance and disaster recovery planning. Drive decisions on corporate IT policies and procedures, partnering with CEO to develop and implement three-year technical roadmap. Collaborate with managers to plan and meet departments' strategic needs. Maximize network uptime, with only a few hours downtime in five years.

- Seamlessly integrated network infrastructure of acquired company in Germany, enabling cross-organizational collaboration. Completed project three months ahead of schedule. Train and audit overseas staff on IT governance requirements.
- Train and manage high-performing team of system administrators and consultants in US and Germany. Demonstrate and elicit an ongoing dedication to responsiveness, listening, clear communication, proactive problem-solving and timely results.
- Transitioned IT support model from outsourced to in-house, realizing 20% annual cost savings and improved efficiencies from internal expertise retention.
- Realized greater data security and 30% reduction in help desk support requests through development and enforcement of IT policies and procedures.
- Deployed state-of-the-art Polycom video conference technology to facilitate more than 50 international meetings in two years, reducing travel costs significantly while increasing interoffice communication.
- Built processes and corporate controls for Sarbanes Oxley Section 404 compliance in both US and Confidential offices. Maintain 100% successful compliance record to date.

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Network Engineer, Confidential LLC, San Jose, CA**2004 – 2005**

Network Engineer for IT consulting organization providing technical services to financial institutions, with a focus on premium customer service. Implemented all aspects of client IT infrastructure: desktops, servers, networking equipment, printers, backup devices, software.

- Reduced downtime from 10% to zero for major client by migrating network from Windows Server 2000 to 2003. Installed, configured and deployed file/Exchange servers.
- Managed desktop replacement project for 40+ user network: deployed equipment, built and installed disk images, oversaw team members.
- Configured and installed Cisco switches using port security technology to meet regulatory standards.
- Spearheaded development of patch management process for all branches of major US bank, which reduced exploited system vulnerabilities by 15%.
- Implemented tools to automate testing, validation and documentation of IT controls.
- Partnered with banking service providers in resolving vertical application issues and maintaining back-end transaction processes.

CEO, Confidential Co., San Jose, CA**2002 – 2004**

Founder, owner and operator of retail Internet business and gaming center. Provided Internet access, conference rooms, print/fax capability, and top-notch technical support. Managed corporate finances, customer/vendor relations, on-site staff.

- Wrote business plan, raised over \$150,000 in capital.
- Forged strategic business relationships with Moscone Convention Center, San Francisco Visitor's Center, local hotels, restaurants and cafes.
- Acquired, deployed, managed and maintained 50-node PC network.
- Wired over 2500 square feet for voice and data services.

CERTIFICATIONS

MCSA Windows Server 2003
MCSE NT 4.0

EDUCATION

Bachelor of Arts in English, University of California, Berkeley

ADDITIONAL SKILLS

Fluent in Italian
Extensive European travel experience