

John R Doe

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Career Summary

Proven Information Technology Director with over 20 years of diverse technology management experience. Seasoned manager with proficiencies in system development and implementation, process reengineering, program and human capital management, strategic planning, and fiscal management. Demonstrated analytical capabilities with acute ability to assess needs, define requirements, develop value-added solutions, and execute technical solutions that streamline and improve operating efficiencies. Experience leading multi-site and geographically dispersed operations, multiple staff teams, and multi-faceted technology infrastructure. Skilled in delivering cost-saving cloud based and open source solutions. Proficiency in building rapport and communicating strategies and results with key stakeholders and many levels of organizational leadership.

Technical Competencies

<u>Platforms</u>	<u>Hardware</u>	<u>Network</u>	<u>Software</u>	
Unix	Cisco Switching	WAN/LAN	Citrix Xen	VMWare Sphere
Windows 2008	VOIP & Video Conference	CAT6	VMWare	Drupal
Windows 7 & XP	Dell Servers	Fiber backbone	NeverFail	Novell
IBM AIX	Macintosh	Gigabit Ethernet	SunSystems	Symitar
Mac OS X	Sonic Firewall	TCP/IP	HRVantage	Altum
Active Directory	HP SANs (Lefthand)	VPN	CheckPoint	Worksite
	Powerlink (routers)		MS Office	MS SQL Server
			XML & HTML	MS Exchange

Professional Experience

Director, Office of Information Technology
Legal Assistance Organization

Madison, WI
2009 – 2012

Served as the Director of the Office of Information Technology for a non-profit federally funded legal assistance organization, directing all aspects of corporate technology, managing Information Technology (IT) assets, processes, finances, and personnel. Developed strategic IT vision, business cases, and Return on Investment (ROI) analyses, business cases and matrices to accurately prioritize IT investments and programs designed to link technology to internal operations and external offerings and strategy.

Selected Key Accomplishments

- Analyzed Commercial-off-the Shelf (COTS) system capabilities and architecture against organizational needs, structure and processes. Selected and implemented Altum (Easy Grants built with SQL, XML, PHP) for automated grant management communication while capturing key data. Realized over \$150K in savings resulting from vendor related strategic negotiations and conducting in-house system integration processes.
- Researched, selected, & implemented disaster recovery plans including a secure and self-reliant off-site disaster recovery facility incorporating mirroring SAN(HP Left-hands), fail-over heartbeat software (Neverfail), auto redirection of websites and communications, and ability for information system related continuity utilizing Citrix.
- Reduced the number of physical servers from 38 to 8 using VMware, delivering cost savings for hardware, software, electricity and cooling.
- Managed the redesign of the corporate websites built on Drupal (open-source content management system).

Specific functional areas managed

Program Management, Human Capital Management, and Administration

- Directly managed all corporate technology and telecommunications projects, consultants, contract vendors; negotiated communication and data service contracts. Supervised 10 direct employees and various consultant teams in various functions including CISCO, VM, Citrix, and other Engineers; Administrators; SQL, PHP, Web/Drupal Developers; Technicians, Security Personnel, and Assistants.

- Administered corporate policies and conducted oversight of administrative, programmatic, and IT operations. Managed service and software reporting, documentation, and FOIA materials, reviewed technical materials for accuracy and comprehensiveness; managed strategic communication, correspondence, policies, directories, manuals, etc. Delivered presentations and briefings both internally and externally to executive level audiences including C-level executives and Board Members.
- Managed IT related training programs for department level and corporate staff; developed educational and training materials, delivered specialized training and support, managed curriculum, managed Information Security briefing sessions and annual certification, etc.

Information Technology Management

- Directed all aspects of corporate technology. Oversaw the day-to-day operation of all computer systems projects, IT support, network operations, remote accessibility and communications activities. Supported personal computer hardware/software to include installs, patches, upgrades, performance tuning, maintenance and replacement for a network of approximately 200 systems, 45+ networked printer/fax/scanners & communication devices, and 65+ smart phones. Administered all corporate servers to include file servers, web servers, document management servers, grant management servers, remote access servers, web servers, security servers, voice servers (VOIP), e-mail servers, video conferencing servers.
- Provided consulting support for business process redesign activities and computer system development, network management, security testing and communication performance. Developed and customized IT solutions, documented system and process requirements, developed workflow methodology, integrated systems and procedural solutions.
- Conducted research for information technology solutions, provides technical advice and recommendations to Management and board of Directors. Performed studies, evaluations, planning, testing, configuring and implementation of new programs and techniques to increase productivity.
- Established and coordinated the information technology architecture, processes, procedures, policies and standards; developed business system technical requirements based on analyses of corporate technology needs. Managed all IT assets that facilitated mission critical information flow and reporting mechanisms for internal employees; corporate/executive staff and board members; customers; and oversight entities. Selected Systems Involvement includes:
 - LSC's Grant Management System; system selection and implementation
 - Vertigo & multiple in-house solutions; information gathering tools brought online
 - Drupal; open source website development
 - Document Management System; delivered system enhancements, workflow customization, and process optimization
 - Security, Firewall, Intrusion Detection System, Data-Watch server facility access and video surveillance management.
- Conducted oversight and management of miscellaneous IT functions, including such activities as: implementing and maintaining several mission critical systems (records / correspondence workflow / data management systems, etc); designing & implementing server/communication facilities and building technology infrastructure; redesign/upgrade of corporate web and intranet sites; administering data security to include firewalls, spam filters, virus/spyware protection; managing relocation and implementation of corporate IT; etc.

Strategic Planning and Management

- Managed IT related strategic planning; anticipated technology needs, researched information technology solutions, stayed informed of new technologies and telecommunications solutions, represented the company's technological interests in project prioritization and funding discussions.
- Analyzed organizational needs against potential IT investments from near and long-term perspectives in order to understand trade-offs, alternatives, cost-benefit relationship, and deliver optimal IT approaches and structures to deliver the greatest Return on Investment to the company.
- Developed IT policies and procedures for division, inter-division, and company use. Managed SOPs, Internal Controls, checklists, and produced IT guidance and recommendations to align company operations with relevant codes/laws/regulations and best business practices.

Budget, Financial, and Acquisition Management

- Managed and executed the IT capital and operating budgets (currently \$1.9 million); represented IT requirements in executive level budget/resource meetings; developed, monitored, and ensured completion of annual goals.
- Conducted oversight of all corporate technology and department purchase requisitions; advised organizational departments and supported programs in procurement of Information Technology related products and services.
- Negotiated and managed all communication service contracts to include internet, telecommunication, cell phone and wireless internet access.

Manager of Information Technology
Made up Bank Name 1

Chicago, IL
1997 – 1999

Managed all Information Technology functions, assets, and staff for a member-owned financial cooperative. Managed various multi-site IT capabilities, to include financial systems, ATM functionality, on-line banking systems, Human Resources system, call manager system, email/phone/telecommunication systems, multi-server wide area network, and computer/printer resources. Interfaced with senior leadership to address technology related concerns, strategy, and key upgrades. Integrated enhanced system functionality and optimized workflow processes delivering efficiency related savings.

- Oversight and management of multiple site IT operations, infrastructure, staff, and resources for a 3 state region.
- Managed vendors, consultants, IT related policy, strategic planning, and annual operating and investment budgets.
- Financial system upgrade/implementation (Symitar credit union systems).
- System / capability delivery: On-line banking system implementation and delivery of phone-teller account access functionality; managed ATM connectivity to financial systems, etc.

Manager of Library & Research Technology
Dewey, Screwem, & Howe, LLC

Oswego, IL
1991 – 1997

Served as a Technology Manager in support of an Oswego, IL based law firm. Managed all research technology, reference materials, virtual law library and archives, supervised the technology staff, and resource tracking/cataloguing systems (Information Navigator, Unix platformed). Worked with management to meet library and research technology needs and keep technology current. Managed Westlaw and LexisNexis accounts. Made recommendations of technology to increase productivity.

- Administered and implemented help desk software
- Prepared and managed library technology budget
- Administered and implemented computer base training for library research
- Managed optical storage system and backups
- Managed technology infrastructure implementations at new location
- Performed Unix administration on library and WSI financial systems

System Administrator/Desktop Support Manager
VRSN Corporation

Wheaton, IL
1989 – 1991

System Administrator
Screwem Goode, LLC

Chicago, IL
1986 – 1989

Various System and Application Programming Roles
Screwem Goode, LLC

Chicago, IL
1976 – 1986

EDUCATION

Master of Business Administration, 2001

University of Chicago
Chicago, IL

Master of Science in Technology Management, 2000

University of Chicago
Chicago, IL

Bachelor of Science, Business Management, 1995

Kendall College
Chicago, IL
