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INFORMATION SYSTEMS DIRECTOR / NETWORK SERVICES MANAGER

Proven Technical & Management Expertise in a Career Spanning 15+ Years

Technically sophisticated and business-savvy management professional with a pioneering career reflecting strong leadership qualifications coupled with “hands-on” IS and networking expertise. Maintain focus on achieving bottom-line results while formulating and implementing advanced technology and business solutions to meet a diversity of needs. In past 4 years alone, delivered more than \$3 million in cost savings through vendor negotiations and additional \$1 million through system improvements. Superior record of delivering simultaneous large-scale, mission-critical projects on time and under budget.

***IT Strategic Planning / Business Solutions / Team Leadership / Budgeting / Project Management
Capital Expenditure Planning / Contract Negotiations / Vendor Relations***

Professional Experience

INFORMATION SYSTEMS MANAGER, Clinic Health System, Chicago, IL **XXXX - Present**

Recruited to upgrade and replace obsolete technologies at this world-class health care organization with more than 2000 users in 15 remote locations. Hire, train, develop, and lead a 20-person technical team. Manage a \$2 million capital budget and \$1.2 million operating budget. Scope of position is expansive and includes departmental direction and full design, installation, engineering, implementation, support, training, administration, and management authority for:

- LAN/WAN Network Services
- 24x7 Data Center Computer Operations
- Applications Systems
- Web/Internet Design & Operations
- PC Desktop Systems
- UNIX Systems Administration
- Database Administration
- Help Desk Operations

Spearheaded transition from outdated organization-wide and departmental technologies to highly functional, streamlined, and cost-effective client-server technologies and business solutions that have dramatically improved efficiency, decreased expenses, and optimized data integrity and safety.

Key Projects & Achievements:

- Directed design and installation of the complete \$8 million LAN/WAN infrastructure. Utilized state-of-the-art technologies to provide network connectivity of disparate Mainframe, AS400, UNIX, Windows NT, Novell, and PC systems.
- Completed, in just 8 months -- 22 months ahead of schedule -- a complex \$15 million project forecasted to take 2.5 years and involving replacement of more than 30 systems.
- Delivered \$2 million in cost savings through aggressive negotiation of contracts and pricing on a budgeted \$10 million for hardware/software purchases and consulting services.
- Saved more than \$1.2 million in technical consulting fees by negotiating complimentary network design services from vendors.
- Performed the work of 3 FTEs, slashing labor expenses an estimated \$150,000 annually by expanding personal responsibility to include UNIX, network, and database administration.
- Decreased inventory, application pricing, and licensing expenses \$750K by establishing standardization for applications, PC desktops, and networking systems.

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INFORMATION SYSTEMS MANAGER, XXXX - Present, continued

- Managed from planning through completion, a \$2.4 million Windows NT workstation and network printer implementation project. Delivered on time and \$600K under budget.
- Attained consistent 99% up time by implementing disaster recovery and fault tolerance plans. Instituted the first highly reliable corporate-wide, centralized backup system.
- Championed introduction of Internet/Intranet/Web technology, corporate-wide email, shared calendaring, and online meetings. Set up and managed a TCP/IP environment, installed a Novell network and implemented a data warehouse database.
- Collaborated on numerous management committees including the Systems Application Selection Team, Chair of the Network, Operations, and Security Team, and the Y2K Implementation Team.

NETWORK MANAGER, Stillings Inc., Akron, OH

XXXX - XXXX

Managed and delivered ahead of schedule, a nationwide, \$10 million+ network project involving development of a fully-redundant credit verification system. Administered a multi-server LAN supporting Novell, UNIX, and Unisys systems, and supported 2000 users in 850 remote sites.

DIRECTOR OF TECHNICAL SERVICES, ProComp U.S.A., Inc., Cleveland, OH

XXXX - XXXX

Built and managed Information Systems, Technical Support, Production, and Repair Departments for this start up Novell Reseller and PC manufacturing firm. Supervised staff, oversaw computer operations, and managed budgets. Saved \$2 million the first year by renegotiating manufacturing contracts and relocating production to reduce costs and improve shipping schedules. Developed and trained a team to provide support to a culturally diverse international customer base.

COMPUTER TECHNICIAN, MTI Systems, Beachwood, OH

XXXX - XXXX

SENIOR SYSTEMS SUPPORT SPECIALIST, A.B. Dick Company, Brecksville, OH

XXXX - XXXX

Education & Credentials

AMERICAN INSTITUTE OF COMPUTER SCIENCE – Chicago, IL
B.S. candidate in Computer Science, completed 3 years of study

TOTAL TECHNICAL INSTITUTE – Chicago, IL
Computer Systems Support Certification - Intensive 2 year program

Technical Certifications:

- **MCSE** - Microsoft Certified Systems Engineer
- **CNE** - Novell Certified NetWare Engineer
- **CCNA** - Cisco Certified Networking Associate
- **CNA** - Novell Certified NetWare Administrator

Recent Technical Training:

- Cisco Router Programming & Internetworking
- Network Administration for UNIX Systems
- ATM - Asynchronous Transfer Mode
- Windows NT 4.0 Network Administration
- AIX UNIX Advanced System Administration
- Cisco Enterprise Management Solutions
- Bay Networks - TCP/IP, SNMP, FDDI
- EDI - Electronic Data Interchange
- Windows 95 Support
- Windows NT 4.0 Technical Support
- Internet Information Server
- SQL Server 6.5 Database Administration

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