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| **REX SMITHAM**  IT Manager |

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| **CONTACT INFORMATION**  700 Tom Common  Chicago Illinois  +1 (555) 384 1778 |  | **EXPERIENCE**  **Bernhard, Bednar and Marks present**   * Benchmarked, analyzed, reported on, and made recommendations for the improvement and growth of the IT infrastructure and IT systems * Communicated regularly with stakeholders regarding pertinent IT activities * Communicated updates, service times and usage best practices throughout the company * Confirmed effectiveness of solutions by interacting with user base and understanding their challenges * Defined and implemented disaster recovery and backup procedures for systems managed by the team * Defined delivery and support plans for implementing appropriate information technologies * Developed and implemented all IT policies and procedures * Directed IT Department operational and strategic planning, including fostering innovation, project management, and organizing and negotiating the allocation of resources. * Established and managed to budget comprising ongoing operations and upgrades to systems * Kept up to date on industry developments and best practices * Maintained quality of service by establishing and managing to organizational standards * Maintained staff by recruiting, selecting and training associates * Managed IT staff, including hiring, training, conflict resolution, performance coaching and talent management * Managed financial aspects of the IT Department, including purchasing, budgeting, and budget review * Managed large data imported initiatives for new and existing customers * Negotiated and administered vendor, outsourcer, and consultant contracts and service agreements * Oversaw provision of end-user services, including help desk and technical support services * Provided proactive analysis of key metrics, project milestones, and departmental priorities * Recommended, engineered and managed office systems, including centralized productivity and communication systems such as e-mail and centralized desktop environments * Worked effectively with various stakeholders (executives, department heads, end users, vendors, or consultants) to define business and systems requirements |
| **EDUCATION**  Academy of Art University  20XX – 20XX |