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| **REX SMITHAM**IT Manager |

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| **CONTACT INFORMATION** 700 Tom CommonChicago 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
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| **EDUCATION**Academy of Art University 20XX – 20XX |