

123 Main Street
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John Smith, MBA
(ITIL Certified)

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IT Project Manager

Balancing technical, client, and business needs to produce and ensure ongoing growth opportunities.

Provides a unique blend of business management and technology focused on developing long-term business relationships that consistently produce qualitative and quantitative results for IT project stakeholders.

Management and Leadership Expertise: Leading teams in quality customer service:

- Vendor Negotiations and Project Management
- Customer Service and Account Management
- Project Management and Program Management
- Infrastructure Management
- ITIL Process Improvements
- Change Management

Technical Experience: Leverages technology to deliver repeatable results for key business activities in:

- Video and Multimedia Systems
- ITIL Standardization of Processes & Procedures
- Server Support and Administration
- Client and Desktop Systems

Professional Experience

ABC IT SOLUTIONS, Information and Technology Consultancy, Springfield, IL 2010 – Present
Program Manager

Assigned to manage over \$5.2M in IT vendor contracts and a team of over 50 employees. Led in managing operations with managers and staff. Had P&L responsibility for all service contracts.

- Demonstrated expertise in project management and the delivery of complex technology projects.
- Experienced in project management using Microsoft Project Server 2003/2007 (EPM) and exposure to CA Clarity and various other project management tools to ensure the efficient delivery of projects.
- Delivered projects **on time and on budget** within matrixed organizations and virtual team structures.
- Motivated and managed software development teams with **onsite/offshore/virtual team model**.
- Led project analysis to yield significant improvement in processes; defined project risk mitigation plans.
- Met or exceeded targets for Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) despite increasing workload without corresponding increase in resources.

Delivered consistent project results against all odds:

- Created a visual tool to balance and align customer, individual and corporate needs. Managing to the Triangle increased collaborative discussions and shared responsibilities. **Increased project velocity to 75%** from a predecessor low of 22% – **saving over 12% annually for 5 consecutive years**.
- Reviewed project status; led team in resolving impediments; and ensured smooth relationship with the customer. Provided revenue projection and worked out account strategies to meet committed targets.
- Met one-on-one with customers to discuss and document new business requirements. Priced new engagements and developed detailed pricing models for submission and approval to management.
- **Led in offshore delivery management** that ensured enabled projects were done as per estimates and within budgets. Identified new account opportunities by working with sales team fulfill account needs.
- Eliminated change management errors and improved production uptime by sharing ITIL best practices.

Proven ability to build strong technology teams, as well as customer and employee relationships:

- Reviewed projects with clients; led team in resolving project issues; and ensured strong relationships with clients. Provided sales team with opportunities and revenue projection to meet aggressive targets.
- Helped sales team to increase revenue and market share with assigned accounts via client referrals.
- Deeply experienced in managing several complex multi-disciplinary projects with the flexibility to lead diverse and dynamic teams to deliver balanced and integrated technology solutions.
- Leveraged business relationships, eliminating redundant layers of bureaucracy to address customer complaints rather than waiting on senior management to get actively involved at the account level.
- Successfully drove changes for core systems – utilizing process improvements and best practices.
- Managed and directed efforts of project managers to ensure effective planning, coordination, and synergy between projects. Translated client's business problems into innovative technology solutions.

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ACME FINACIAL SERVICES, Springfield, IL
IT Infrastructure Manager

2006 – 2010

Management recognized for improving IT and business processes and providing reliable technology in a deadline-driven environment. Led all teams the provided management of IT infrastructure, development, and operations by establishing and implementing strict ITIL standards.

Assigned to provide complete oversight and management of IT operations:

- Provided senior leadership as the Head of Information Technology – IT Compliance and Computer System Validation. **Delivered multiple large scale/multi-level projects on time and within budget.**
- Handled all aspects of strategic IT planning and IT compliance best practices. **Transformed IT to a strategic business partner.** Developed and executed technology solutions for new/existing systems.
- Managed Change Control, Internal Audit, Document Control, and Validation/Qualification of enterprise applications. Initiated the implementation and the global rollout of the company Helpdesk system.
- Streamlined process for IT administration of PCs, which significantly reduced total cost of ownership.
- Prepared solution designs, and managed the qualification of the IT Network that was released on time.
- Established design solution and managed the implementation of the Voice-Over-Internet-Protocol (VOIP) telephony system. Deeply experienced in managing an innovative company ERP system.

Led cost evaluations and implementation of system metrics according to ITIL best practices:

- Reduced time loss from machine failure by **standardizing on one user platform.** Conducted functionality and value/cost comparison to make final purchase decisions.
- **Led standardized production rolls out on time, under budget, and without end-user interruption.**
- Evaluated the computer networks and infrastructure qualification for ACME; corporate network upgrade was released on time and within budget. Reviewed/approved validation protocol processes.
- Provided process improvement, contract management, best practices for strategic staffing, co-employment risks, invoicing issues, vendor issues, and **reporting of ITIL conformance to management.**
- Performed Annual Risk Assessment on all online systems (Validated and non-Validated), this insured validated systems were approved, and optimal performance for non-validated business systems.
- Coordinated work with teams to determine needs for computer systems and small private networks.

Provided management oversight and leadership for IT projects:

- Demonstrated skills, knowledge, and ability to manage relationships within and between project teams, functional groups, external teams, senior management, and clients (internally and externally).
- Provided project leadership on corporate systems, and streamlined the process for new releases.
- Performed business requirement definition, project management, and prototype testing of systems.
- Worked with other managers to recreate production problems. Tracked defects to ensure closure.
- Participated and led input for business requirement reviews - participated in new system definition.

NATIONAL CORPORATION, Springfield, IL
IT Manager

2002 – 2006

- Designed, implemented, and managed enterprise-wide Technology Lifecycle Management (TLM) strategies and Reference Models to govern the adoption of emerging technologies, and set technology standards and direction. **Recognized by CEO for saving over \$2.5M in 2004.**
- Implemented improved development and project management methodologies and system standards increasing the quality and reliability of core systems and the on time, on budget success of projects.
- Managed IT management and process development initiatives for **Event, Incident, Problem, Change, Asset, and Configuration Management driving towards world class IT operations.**

Education and Professional Development

Masters in Business Administration , Chicago University, Chicago, IL (Project Management and ITIL Emphasis)	2006
ITIL Certified	2002
BS , Management Information System, University of Illinois, Champaign, IL	2000