



INFOTECH RESUME

Address: 111 Wilson Boulevard ■ Arlington, VA 22201
Phone: 777.777.7777 **Email:** contact@infotechresume.com

DIRECTOR OF INFORMATION TECHNOLOGY

Area of Focus: *Infrastructure and Operations*

QUALIFICATIONS PROFILE

Accomplished, performance-focused, and dynamic professional, offering extensive technical experience in business process design, program and project improvement, operations strategy and application development. Recognized for unrivaled work ethic, remarkable technical acumen and comprehensive knowledge of various software packages and operating systems. Equipped with analytical problem-solving skills in determining root causes and resolving complex situations. Armed with strong ability to lead, motivate and work with high-caliber teams of professionals to ensure the successful attainment of goals. Bilingual in English and French. Accustomed to establish positive working relationships with diverse individuals and professionals of all levels.

AREAS OF EXPERTISE

*Risk Management
Human Resource Functions
Program Management and Testing
Data Center Operations
Contract Writing and Agreement Management*

*Patch Management
Budget Administration
Ongoing Maintenance and Support
Continuous Process Improvement
Quality Assurance and Industry Best Practices*

PROFESSIONAL EXPERIENCE

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DIRECTOR OF INFORMATION TECHNOLOGY, Infrastructure and Operations 2013–Present

- Maintain operational efficiency by guaranteeing the reliability and availability of the mission critical infrastructure services across the Co-operative Retailing System (CRS) in Western Canada.
- Display outstanding management capability in providing services for both in-house and third-party outsourcing vendor responsible for network, desktop, operating system, storage, database, data center, email and related systems maintenance.
- Accomplish projects and service requests through maintenance of overall system and human resource plans while ensuring their availability and engagement.
- Conceptualize plan in handling a large IT infrastructure budget for both operating and capital expenditures.
- Accomplish employee performance reviews to evaluate their growth and development.

CAREER HIGHLIGHTS

- ⇒ Led the development and promotion of corporate vision, goals, objectives and strategies for all aspects of the IT infrastructure life cycle along with the design and standards, acquisition and deployment, capacity planning and optimization, maintenance and support and all related processes.
- ⇒ Rapidly offered and executed significant solutions for cost effectiveness which also included the periodic assessment of operations against benchmarks.
- ⇒ Exemplified superior talents in promoting a high performance technical and business-focused team while serving as a positive role model.

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SENIOR PROJECT MANAGER 2011–2013

- Systematically obtained necessary requirements for the new project and initiative by developing integrated approaches.
- Demonstrated adeptness in leading the development of high-quality proposals, terms of charter, scope statements, budgets, plans and status reports.
- Rendered strategic oversight to the project teams including the senior ministry and stakeholder representatives.
- Attended to all aspects of providing direction and expertise to project sponsors, participants and stakeholders; along with management of associated resources and contracts.
- Promptly guaranteed the delivery of project and initiative and handling the budget within defined scope.

CAREER HIGHLIGHTS

- ⇒ Gained recognition for completing various projects which consisted of three concurrent infrastructure security projects; two ministries' migration projects; and investigation of three more projects in spring 2013:
 - **Device Classification and Federated Network Management (DCFNM):** Successful execution of 802.1X and Cisco Identity Services Engine (ISE) in three years with an estimated cost of \$3M for 567 sites; enabling the inception of federated network and automation of the management for the identification of services.



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- **Intrusion Prevention Systems (IPS) Upgrade Project:** Replacement of the existing IPSs with one pair in each data centre for more powerful and state-of-the-art McAfee IPSs with a budget worth \$1.5M.
- **Network Services Access Definition (NSAD) Project:** Effective application of set rules in classifying and identifying the device that could access on the network, thus accomplished ahead of schedule with 23% savings.
- **Tourism Park and Recreation (TPR) and Culture Migration Project:** Integration of two independent network ministries into a GOA secure network across 131 sites.
- **Tourism Park and Recreation (TPR) and Video Conferencing (VS) Migration Project:** Resettlement of 39 TPR VC sites from their own network to secure infrastructure.

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INFORMATION SYSTEMS AND TECHNOLOGY MANAGER

2004–2011

- Enhanced the network's efficiency through continuous administration, repair, upgrades and installations.
- Took part in developing and maintaining an updated IT disaster recovery plan; service level and catalogue, five-year plan, and five-year budget; and the IST budget.
- Developed and executed policies and procedures for the network and computer systems while observing strict and complete compliance with all provincial and federal rules and regulations.
- Ensured end user satisfaction through provision of training as well as hardware, software and network support.
- Adeptly managed the operation and security of the LAN, WAN, systems and related infrastructure.
- Kept abreast with the latest trends and technology in transitioning the city into the 21st century technology and to sustain 99.9% uptime in the operational network.

CAREER HIGHLIGHTS

- ⇒ Served as the pioneer in the company IT department.
- ⇒ Made substantial contributions to the start-up of Information Systems and Technology (IST) improvement programs with 23 projects:
 - **Desktop Upgrade Project:** Transition of all desktop hardware to new computer systems with new larger monitors to meet the work requirements of all users.
 - **Windows 7 and MS Office 2010 Project:** Creation of new build for users by training them on new operating systems and applications; as well as the analyst in maintaining Windows 7 and new applications.
 - **Server Virtualization Project:** Oversight to the design and application of VMware clusters with vStorage and vMotion capabilities along with the migration of physical servers to virtual servers; thereby, attaining 40% reduction in footprint and 48% in power consumption.
 - **Exchange Server Upgrade:** Effectual service in modernizing the exchange server from 2003 to 2010.
 - **Phone System Upgrade:** Conceptualization of advancement for the advanced VoIP system to replace Centrex phone system.
 - **Windows Servers Upgrade:** Management of the Windows server migration into Windows 2008.
 - **Infrastructure Upgrade:** Network rewiring from 10Base-T to 1000Base-TX along with the installation of necessary improvements and latest trends including POE switches, firewalls and Intrusion Prevention System (IPS).

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CHIEF EXECUTIVE OFFICER

1994–2005

- Keenly managed the daily operations of the IT services consulting firm.
- Upheld utmost accuracy of the organizational budget along with balanced finances.
- Exemplified technical expertise in mentoring and offering guidance to technicians and analyst.
- Administered the helpdesk support for 150 clients including businesses, practitioners, schools and colleges.

CAREER HIGHLIGHTS

- ⇒ Drove all efforts in addressing and successfully completing the following initiatives:
 - **Canadian Tire Store:** Support and repair of all infrastructures along with installation of new lines and stations for the administration office.
 - **Furniture Galaxy Stores:** Redecoration of the two locations including wiring, servers, headquarters connection, processes automation and point-of-sale (POS) upgrade; along with staff training for usability and maintenance of POS and financial software.
 - **Reitmans Store:** Oversight to the installation and maintenance of the POS systems.
 - **Rona:** Systematic repair of the POS system and upgrade of stations and servers.
 - **Various Oil and Gas Support Companies:** Conceptualization and execution of a customized database with cellular linking for the field operator. Employment of proficiency in handling wireless point-to-point Internet technology for the connection to city office.
 - **Medical Clinic:** Instigation of new secure infrastructure with Internet access in securing patient database software against intrusion.



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PRESIDENT | DEAN OF TECHNOLOGY

1997–2005

- Carried out training on development and modification while closely monitoring hours of students and staff.
- Meticulously evaluated students' diverse needs to ensure effectiveness of all academic programs.

CAREER HIGHLIGHT

- ⇒ Allocated Technology Training Department budget to fund operations and optimize operational efficiency and rendered high level of assistance to fellow educators to develop their competencies and achieve their maximum level of potential.

MILITARY EXPERIENCE

CF-18 AUTOMATIC TEST EQUIPMENT OFFICER

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- ⇒ Established reputation in managing multiyear and multimillion dollars projects.
- ⇒ Direct oversight for the software development for the fighter plane test equipment of Naval Aviation Depot along with the companies including Harris Corporation and Marconi in Montreal.

EDUCATION AND CREDENTIALS

MASTER'S DEGREE IN COMPUTER SCIENCE

Kaplan University ▪ Omaha, NE

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

University of Manitoba ▪ Winnipeg, MB

AEROSPACE ENGINEERING TECHNOLOGY CERTIFICATE

CAF School of Aeronautics ▪ Borden, ON

STAFF SCHOOL COURSE 92 [LEADERSHIP PROGRAM]

Canadian Forces College ▪ Toronto, ON

PROJECT MANAGEMENT PROFESSIONAL (PMP), In Progress

CERTIFIED INFORMATION SYSTEMS SECURITY PROFESSIONAL (CISSP), In Progress

CISCO IDENTITY SERVICES ENGINE (ISE) | IBM SYSTEM I ADMINISTRATION AND CONTROL CERTIFIED

INFORMATION TECHNOLOGY INFRASTRUCTURE LIBRARY (ITIL) V3 | CERTIFIED NETWARE ENGINEER (CNE)

COMPTIA A+ | COMPTIA NETWORK+ | COMPTIA SECURITY+

MICROSOFT CERTIFIED PROFESSIONAL (MCP) | MICROSOFT CERTIFIED SYSTEMS ADMINISTRATOR (MCSA)

MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE) – SECURITY | MICROSOFT CERTIFIED SYSTEMS ENGINEER (MCSE)

MICROSOFT CERTIFIED IT PROFESSIONAL (MCITP) SERVER 2008 ADMINISTRATION AND ENTERPRISE

MICROSOFT CERTIFIED IT PROFESSIONAL (MCITP) WINDOWS 7 | VIRTUALIZATION CERTIFIED ENGINEER (VCE) | VMWARE CERTIFIED

PROFESSIONAL AFFILIATIONS

Pilots International Association Member | Municipal Information Systems Association (MISA)
Canadian Aeronautics and Space Institute

ACTIVITIES

Vocational College, Facilitator

TECHNICAL ACUMEN

OPERATING SYSTEMS	<u>Server:</u> Microsoft Windows (NT–2008) ▪ Novel Netware (1.0–7.0) ▪ IBM OS-400 ▪ IBM Mainframe ▪ VAX Mainframe ▪ UNIX ▪ VMware ▪ AIX <u>Desktop:</u> Microsoft Windows (3.1–Windows 8) ▪ Sun Workstation ▪ Linux ▪ MS-DOS ▪ IBM DOS
APPLICATIONS	<u>Relational Database Management System (RDBMS):</u> Oracle ▪ DB2 ▪ SQL ▪ Microsoft Access ▪ FoxPro ▪ dBase IV <u>Server:</u> DNS ▪ Windows Exchange ▪ Microsoft IIS ▪ ESRI GIS ▪ CISCO ISE ▪ Microsoft Office Suite ▪ Word Perfect Office ▪ Microsoft Project ▪ Microsoft Visio ▪ AutoCAD ▪ SharePoint <u>Programming:</u> Microsoft Visual Studio ▪ C ▪ C++ ▪ C# ▪ Cobol ▪ Pascal ▪ ATLAS ▪ Assembly HDML ▪ ASP.net ▪ Visual Basic
HARDWARE	<u>Desktop:</u> PC ▪ Apple ▪ IBM ▪ HP ▪ Acer ▪ Dell <u>Servers:</u> Micro Mainframe ▪ IBM Mainframe ▪ VAX Mainframe ▪ Intel Base Servers ▪ IBM AS400 IBM E-Business ▪ IBM I Series <u>Appliances:</u> Switches ▪ Routers ▪ Security Appliances ▪ Tunneling Appliances ▪ VoIP Systems ▪ UPS ▪ Firewall IPS ▪ Cisco ISE Appliances ▪ SAN ▪ NAS ▪ Wireless Access Point ▪ Wi-Fi ▪ HP and IBM Bladeservers
METHODOLOGY	Systems Development Life Cycle (SDLC) ▪ ITIL ▪ Scrum Scope ▪ Project Management Institute (PMI) ▪ Human Resource ▪ The Open Group Architecture Framework (TOGAF) ▪ Client and Contract Management