JASON BROWN

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INFORMATION TECHNOLOGY DIRECTOR

QUALIFICATIONS PROFILE

Success-driven and performance-focused professional, offering extensive experience in all facets of IT project management; complemented with proven track record of success in streamlining systems processes and meeting optimal results for the organization.

Additional qualifications include:
- Adeptness in creating, deploying, and evaluating systems; providing technology solutions; and executing medium- to large-scale projects from planning to completion and delivery within time constraints and budget
- Expertise in developing and facilitating IT strategies to resolve complex issues, as well as executing corrective action plans toward productivity and process improvements
- Strategic leadership approach in motivating, guiding, and supervising multidisciplinary and offshore teams throughout the project's life cycle
- Effectiveness in building positive and long-term partnerships with cross-functional team, management, and other professionals of all levels of the organization

CORE COMPETENCIES

Service Level Agreement (SLA) Negotiation | ITIL Process Design and Implementation
Change Management | Risk Management | Budgeting and Cost Control | Service-Oriented Architecture
Agile and Scrum Methodologies | Team Building and Training

PROFESSIONAL EXPERIENCE

Company Name, City, State (2000–2020)

Director, Help Desk Services and Instructional Media   2009–2020
- Spearheaded IT processes of two departments involving Help Desk Services and Instructional Media with distinctly varied infrastructure and application platforms
- Managed large infrastructure projects of the divisions with $5M annual budget, which entailed new systems and network implementations, upgrades, maintenance, and technical support for 8 campuses, 57 outreach sites, and 75,000 users including students, faculty, and staff
- Steered efforts in executing service level agreements (SLAs) throughout the district in compliance with regulatory standards, as well as in developing ITIL service standards for operations to optimize productivity and efficiency
- Closely worked with the IT director to analyze new and emerging technologies in the areas of mission-critical systems, IT security, and communications to meet the evolving business requirements
- Evaluated team performance against technical support metrics and implemented continuous process improvements based on the results

Notable Accomplishments:
- ✓ Oversaw the migration of Polycom ViewStation multimedia platform to Cisco TelePresence for classrooms, campus events, and conferences, thus attaining 100% user acceptance
- ✓ Succeeded in enhancing productivity and efficiency of the helpdesk personnel by building a comprehensive knowledge database through process improvements for helpdesk, best practices documentation, and technical issues resolutions
- ✓ Substantially achieved district-wide support operations improvement by monitoring systems and network performance and facilitating quality assurance programs

- ✓ Executed remote collaboration tool across the district to troubleshoot technical issues in the first call, which improved helpdesk performance by 75%
- ✓ Contributed in surpassing annual call center service targets for rate and volume by providing first-rate customer service through responsive interface, problem analysis and resolution, and comprehensive follow-up
- ✓ Played a vital role as participant in cross-functional troubleshooting of complex mission-critical systems, software, applications, and programs involving providing recommendations for solutions and improvements
- ✓ Implemented continuous improvement programs based on team members' ideas to establish and cultivate an open communications culture, boosting the team morale through team building activities that resulted in a reduced turnover
- ✓ Received selection as technology advisor and subject matter expert (SME) on technology direction and strategy for the president and senior leadership in the executive office
- ✓ Served as the driving force in launching multiple technology projects and continuous improvement programs to meet business objectives, which involved the following:
  - o **ABC Project**: Executed continuous service improvement programs built on emerging trends, technologies, and best practices;
  - o **DEF Project**: Managed all phases of project management lifecycle to facilitate distance learning program on a new platform as well as created four fully immersive TelePresence T3210 suites at MATC campuses that led to seamless interaction between the professors and students and extended the face-to-face experience in-class instruction;
  - o **GHI Project**: Coordinated business requirements analysis; defined project scope, project plan, project schedule, development, implementation, and testing; and identified and monitored project milestones, determined and eliminated risks, and ensured on-time and within budget delivery of the project; and
  - o **JKL Project**: Spearheaded large enterprise technology project valued at $4M involving diverse technologies and platforms covering four classrooms with animated technologies as well as 3D modeling room, gaming, and marine life

Earlier Positions Held:

Help Desk Services Manager
Telecommunications Manager
Senior Computer Systems Specialist

EDUCATION

Bachelor of Science in Computer Science
Infotech Resume University, Hawthorne, CA

PROFESSIONAL DEVELOPMENT

Certification
ITIL v3 Foundation | ITIL Practitioner
Cisco Unified Communications: ACUCM v8.0

Training
Cisco Unified Communications Manager v8 Phone System Agent Call Flow Design
Cisco Unified Communications Manager Call Manager District Implementation and Deployment