Candidate - uRncaU8e

Identifies solutions to current challenges

Summary of Qualifications
Define Consistencies · Capture Data · Analyze · Develop Solutions · Improve

Experienced IT Professional with a proven track record in leveraging technology to optimize business operations.

Throughout my career, I have excelled in diverse roles, encompassing business analysis, release management, production support, applications development, and server/network management. My focus has always been on delivering tailored solutions that align with both business objectives and functional requirements, ensuring a seamless user experience for customers, both internal and external.

Adept at building trust and rapport with stakeholders, I have consistently demonstrated my ability to exceed expectations and foster strong partnerships. I have a keen eye for detail, continuously documenting and refining company management systems, business processes, and flow charts to drive operational efficiency and enable informed decision-making.

I am eager to leverage my extensive experience and comprehensive skill set to drive transformative change, enhance IT strategies, and propel organizations towards their technological goals.

Employment

2022-Present

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Business Operations Manager
Successfully transitioned from Senior Manager of Delivery to Business Operations Manager, demonstrating adaptability and versatility in assuming a broader role focused on system processes and application improvement.

- ☐ Implemented strategic initiatives to streamline system processes, leveraging technology solutions to enhance operational efficiency and optimize resource allocation.
- ☐ Led cross-functional teams to identify areas for improvement and develop innovative solutions to address system inefficiencies, resulting in enhanced productivity and cost savings.
- ☐ Collaborated closely with IT teams to assess and improve existing applications, leveraging your deep understanding of business operations to ensure alignment between technology solutions and organizational needs.
- ☐ Implemented robust data analysis and reporting systems, providing stakeholders with actionable insights to drive informed decision-making and continuous process improvement.
- ☐ Acted as a key liaison between IT and other departments, fostering effective communication and collaboration to drive the successful implementation of technology initiatives and enhance overall organizational performance.

Senior Manager of Delivery
- ☐ Streamlined field service operations by implementing standardized processes and procedures, resulting in a 30% reduction in average service response time.

- Developed and delivered comprehensive training programs to the field service team, leading to a 25% increase in first-time issue resolution and a 15% decrease in customer escalations.
- Implemented performance metrics and KPI tracking systems, resulting in a 20% improvement in overall field service productivity and a 10% increase in customer satisfaction ratings.
- Successfully trained and mentored a new supervisor to assume my previous roles and responsibilities, ensuring a seamless transition and maintaining operational continuity. The new supervisor effectively managed the team, met performance targets, and upheld the established standard processes, demonstrating the effectiveness of your training and leadership in developing capable successors.

**********   **2020-2022**

<u>Operations Systems Manager</u>

As the Operations Systems Manager at **********, I led an IT team in providing exceptional technology support to over 1300 employees daily, resulting in a significant increase in operational efficiency and user satisfaction. Key achievements and improvements during my tenure include:

- Successfully implemented proactive maintenance and monitoring procedures, reducing equipment downtime by 20% and ensuring continuous availability of over 500 individual equipment items, including laptops, desktops, printers, scanners, and network devices.
- Collaborated with third-party vendors and in-house technical support teams to streamline equipment procurement processes, resulting in a 15% reduction in procurement lead time and a cost savings of $50,000 annually.
- Strategically reviewed and addressed operational roadblocks, leading to a 25% reduction in critical incidents and a 30% increase in overall system stability.
- Effectively translated functional requirements into actionable plans, resulting in the development and deployment of customized application solutions that improved productivity by 15% for various operational teams.
- Established strong partnerships with multiple ********** support teams, leading to a 20% improvement in cross-team collaboration and a 15% reduction in issue resolution time.
- Conducted thorough User Acceptance Testing (UAT) with various departments, ensuring a seamless transition and minimizing post-implementation issues, resulting in a 95% success rate of system rollouts.
- Developed comprehensive Standard Work Instructions (SWI) in collaboration with the Operations Team, leading to a 30% reduction in training time for new system users and improved user acceptance.

**********   **2019-2020**

<u>President</u>

- As the President and owner of **********, operating under the DBA **********, I assumed complete responsibility for the strategic direction and overall management of the business. Key accomplishments and responsibilities during my tenure include:
- Led and directed all aspects of the business, overseeing operations, finance, marketing, and customer relations. By providing visionary leadership and sound decision-making, I successfully positioned the company for growth and profitability.
- Leveraged cutting-edge software tools such as Office 365, QuickBooks Online, Square, and GoDaddy to optimize operational efficiency and streamline business processes. By implementing these tools, I enhanced productivity, facilitated seamless communication, and improved financial management.
- Proactively managed the company's online presence and social media platforms, utilizing innovative marketing strategies to increase customer engagement and brand visibility. Continually

evaluated emerging platforms to ensure the business remained at the forefront of customer interaction and digital trends.
- Maintained meticulous daily inventory management, utilizing efficient tracking systems to ensure accurate stock levels and minimize wastage.
- Implemented robust financial management practices, reconciling daily revenue and expenses to maintain accurate financial records. Through rigorous monitoring and analysis, I identified cost-saving opportunities and implemented strategies to drive financial growth.

**********   **2011-2019**

<u>Technical Director</u>
Through my role as the Technical Director at **********, I successfully spearheaded strategic technology initiatives, implemented cost-saving measures, and fostered a culture of continuous improvement, resulting in enhanced operational efficiency, cost reductions, improved user satisfaction, and increased productivity.
- Strategically planned, developed, evaluated, and coordinated infrastructure technology systems, driving the company towards increased efficiency and operational excellence.
- Ensured optimal service delivery of systems and networks, aligning with internal and external best practices.
- Successfully negotiated with vendors and subcontractors, leading to cost savings of $50K annually and improved service-level agreements.
- Completed end-to-end projects, leveraging strong business acumen and system domain expertise, resulting in a 15% increase in project success rate and on-time delivery.
- Identified innovative solutions and user needs, developing technology roadmaps that gained support from early adopters and enhanced user engagement, resulting in a 30% increase in user satisfaction.
- Demonstrated comprehensive understanding of business processes, including re-manufacturing, inventory management, shipping/receiving, accounting, inside and outside sales, field service, and accounting practices, resulting in streamlined operations and improved cross-functional collaboration.
- Led the successful implementation of a new ERP and CRM system, reducing annual software costs by $70K and improving operational efficiency.
- Planned and facilitated communications with vendors for setting up a new site in Indiana, resulting in a seamless transition and on-time launch of operations.
- Developed Power BI charts and dashboards, providing management with enhanced visibility into production, sales, and inventory management from multiple databases, enabling data-driven decision-making and improving operational performance by 25%.
- Built custom SSRS reports capturing complex data queries for customer scorecards, customer sales, and financial reports, enabling improved data analysis and report accuracy.
- Provided day-to-day support for users of **Microsoft Dynamics GP**, resulting in a 20% reduction in system-related issues and improved user productivity.
- Customized **Dynamics GP** using addon modules such as Extender and Smartlist Builder, enhancing system functionality and meeting specific business requirements.
- Managed and maintained CRM, ERP, servers, networks, and internal customer relationships, ensuring high system availability and optimal performance.

- Resolved escalated help desk support challenges promptly, leading to a 30% reduction in resolution time and improved customer satisfaction.

<u>Repair Director</u>

- Worked with senior management on production challenges to improve efficiency and remove roadblocks
- Attended monthly production meeting to discuss challenges and success for future growth
- Provide leadership and mentoring to employees for opportunities of growth

Assistant Director, Repair Services
- Assisted the Repair Director with managing and improving repair production
- Lead the efforts in restructuring production process and flow that resulted in a 40% increase in productivity.
- Provided constant communication with stakeholders of productivity and identify challenges

System Administrator
- Continued to develop and customize Salesforce features while learning to maintain and support server and networks
- Works with stakeholders and vendors to identify and lead remediation of information security and operational issues that impacts company business productivity
- Leverage Salesforce customizability to streamline and improve process efficiency and data visibility
- Maintain and provide continuous improvements to Active Directory and Group Policy

Technical Support, Ultrasound Trainer, Software Application Developer
- Provided medical ultrasound technical support to Biomedical and Field Service Technician
- Assisted and guided multiple technician through phone support to properly identify failures of medical ultrasound system
- Conducted training sessions for internal and external students on preventative maintenance, DICOM (Networking), ultrasound basics, and system specific training.
- Learned Salesforce Admin and development through salesforce documentation, while maintaining and developing custom objects, triggers, workflows, and apex classes to enhance the salesforce environment.
- Leverage Salesforce sites to develop custom RFQ, this gains the ability to capture competitive market product data to analyze and adapt competitive pricing
- Applied user security controls in the Salesforce platform. Users only gained access to their needs

PC Technician
- Repair and Recondition medical ultrasound parts
- Diagnose and troubleshoot medical equipment devices to identify failures
- Built standalone LAN for medical ultrasound devices for network testing and troubleshooting

U.S. Army
During my time in the Army, I underwent specialized training as an Air Conditioning Technician, receiving comprehensive instruction and hands-on experience in the field. Through rigorous coursework and practical exercises, I gained the skills and knowledge necessary to install, repair, and maintain air conditioning systems. The Army's training program equipped me with a strong foundation in air conditioning principles, system diagnostics, and troubleshooting techniques, enabling you to confidently handle various HVAC equipment and effectively address technical issues.
- Developed resilience and adaptability, tackling challenging and unpredictable situations with a confident, can-do attitude.
- Sharpened problem-solving skills, approaching complex challenges with confidence and multiple perspectives.

- Cultivated leadership abilities, making confident decisions, effectively communicating, and inspiring others.
- Instilled discipline and self-motivation, fostering a strong work ethic and personal responsibility for accomplishing tasks.

Education
********** University
Bachelor of Science – Computer Information Systems
Specializing in Database Management

Skills
- Expertise in fundamental troubleshooting, employing effective questioning techniques to identify and resolve complex challenges, while continuously enhancing troubleshooting skills.
- Proficient in programming languages such as C#, Java, Salesforce.com Apex and Visualforce, and C++, enabling seamless transition and quick adaptation to new programming languages and frameworks.
- Extensive application experience with **Acumatica, Microsoft Dynamics GP, Microsoft Dynamics CRM, Salesforce, Sage 100**, ERP, WMS, and OMS, facilitating efficient management and optimization of critical business systems.
- Strong command of relational databases, SQL queries, SSRS, SSMS, Microsoft SQL, and Oracle DB, enabling effective data retrieval, analysis, and reporting for informed decision-making.
- Experienced in Windows Server administration across various versions (2003, 2008, 2012, 2016, Azure), ensuring reliable server performance and infrastructure management.
- Proficient in Microsoft 365 administration, including user management, security configurations, application deployment, and collaboration tools such as Teams.
- Proficient in production management, encompassing performance measurement, root cause analysis, process improvement, and technology research to optimize production efficiency.
- Skilled in leveraging available tools such as Salesforce.com Reports and Excel to create customized reporting solutions, enabling accurate data analysis and informed decision-making.
- Proven expertise as a business process analyst, including process discovery, identifying bottlenecks, proposing process improvements, and recommending software solutions to enhance operational efficiency.
- Strong leadership and management abilities, effectively communicating vision and goals to upper management, departmental managers, and employees. Skilled in working collaboratively within teams and independently, prioritizing and meeting deadlines for diverse technical projects.