

Sally Sample - Before

349 Phony Drive,
Folsom, CA. 95630
(916) 111-1111
sallysample@madeup.com

SUMMARY

Seeking an IT Management or Senior Business Analyst role to apply my business experience and technical skills. Team player, go-getter, deetailed oriental, and highly motivative.

EXPERIENCE

1989-2004 **ACME Corporation, Folsom CA**

- ***Manager, Web and Training Services Group*** (2003-2004): Responsible for IT Web Services and the training and development.
 - Planned and implemented a strategic business model. Provided documentation support for various regions.
 - Developed and implemented objectives given to me by my managers. Helped to improve processes and implement new service delivery system.
- ***Manager, Decision Support Group*** (2001-2002): Managed group of programmers responsible for the development, support, and analysis of problem areas for the IT client operational groups.
 - Reorganized three teams into a new group. Developed new processes and service agreements.
 - Received award for leading a team to implement a new package which standardized metrics.
- ***Manager, Infrastructure Support*** (1999-2001): Managed a software support group and internal tool development for the server infrastructure. Chaired various teams to identify and then fix problems.
 - Developed and implemented a new process for a server environment.

1984-1989 **Signetics Corporation:** COBOL programmer\analyst on MVS mainframe.

EDUCATION

MBA, Santa Clara University, Santa Clara CA
BS Business Administration, California Polytechnic University, San Luis Obispo

REFERENCES

Furnished upon request.

Sally Sample - After

349 Phony Drive,
Folsom, CA. 95630
(916) 111-1111
sallysample@madeup.com

SUMMARY OF QUALIFICATIONS

Information Technology Manager with proven success in multiple IT functional areas. MBA degree. Strong project management, analytical, communication, and people development skills. Particular expertise at managing geographically dispersed, cross-functional teams. Able to gather business requirements and convert into solutions. Past experience with large scale mainframe and client-server applications applied to project life cycle planning. Seeking an IT Management or Senior Business Analyst role to apply my business experience and technical skills.

PROFESSIONAL EXPERIENCE

1989-2005 **ACME Corporation, Folsom CA**

- **Manager, Web and Training Services Group** (2003-2004): Responsible for IT Web Services and the training and development of over 200 Help Desk consultants in multiple geographic regions.
 - Planned and implemented a strategic business model change that increased consultant utilization, reduced development lead time by over 50%, and reduced manual efforts by 80%.
 - Developed and implemented objectives which allowed the team to support additional customer groups, streamline processes, and implement new service delivery methodologies.
- **Manager, Decision Support Group** (2001-2002): Managed a global group of programmers responsible for the development, support, and analysis of key operational indicators for the IT client operational groups.
 - Consolidated three regional teams into a new global group with standard processes and service level agreements, which resulted in a 50% reduction in workload and annual savings of over \$30K.
 - Received key recognition award for leading a cross-functional team to implement a key global indicator package which standardized metrics to IT staff and key business customers.
- **Manager, Infrastructure Support** (1999-2001): Managed the group responsible for second level software support and internal tool development for the global server infrastructure. Heavy emphasis on chairing cross-functional global teams to determine root cause of issues, then develop and implement solutions.
 - Developed and implemented a Remote Power Management process for a 4,000 server environment. This reduced mean time to repair (MTTR) from 2 hours to 5 minutes.

1984-1989 **Signetics Corporation:** COBOL programmer\analyst on MVS mainframe.

EDUCATION

MBA, Santa Clara University, Santa Clara CA
BS Business Administration, California Polytechnic University, San Luis Obispo