JOHN DOE

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Cisco Certified Network Analyst
(2001)

SUMMARY OF QUALIFICATIONS:

Dynamic **Information Technology Manager** with a reputation for achieving goals using technical expertise, an "open minded" management style, and 15-years of network administration, network operations, and applications development experience.

Professional Skills and Accomplishments Include:

- Managing multiple network operations and delivering productive network solutions
- Performing extensive system analysis to support PC's, database, and network applications
- Designing, testing, and implementing new applications processes and user tools
- Coordinating multiple projects and creating processes to improve service to customers
- Developing, installing, testing, and administering numerous system enhancements
- Producing clear, concise, and well-organized documentation and written reports

PROFESSIONAL EXPERIENCE:

MANAGER OF INFORMATION TECHNOLOGY PLANNING   *(11/99 - Present)*
(Employer's Name Removed for Confidentiality – San Francisco, California
Entrusted to provide strategic planning, corporate-level IT decision-making, and management of a Windows 2000/NT 4.0 LAN and WAN network encompassing 300 users and 20 HP/Compaq servers, and 120 restaurants nationwide.

Achievements and Accomplishments:

- Increased network efficiency, performance, and security using a thorough understanding of information technology, network architecture, and network operations. Improved network reliability with less than one-day cumulative outage in four years.

- Built pride in work and used "lead-by-example" management skills to train, mentor and supervisor two Network Administrators. Provided extensive support for 30 remote workers.

- Monitored and managed network capacity planning, redundancy, design and security, network maintenance and troubleshooting, Internet connectivity, and end user support programs. Also managed T1 Internet connection, Sonicwall firewall, anti-virus, anti-SPAM, Cisco VPN, network backups, IIS web server, and external web hosting.

- Analyzed network data, responded to problems, and initiated "leading-edge" solutions. Completed a successful offsite disaster recovery test of mission critical systems.

- Managed a VPN connecting 120 restaurants and all remote employees nationwide to a corporate network using DSL and Frame Relay. Improved remote support, productivity, and internal communications of restaurants nationwide.

- Managed a corporate Windows 2000/NT data center running Windows 2000 Active Directory, Microsoft Exchange 2000/5.5, SQL Server 7.0 and multiple server applications.

- Planned, piloted, and completed network migration from Windows NT 4.0 to Windows 2000 with Active Directory and Microsoft Exchange 2000 with Outlook Web Access. Installed a centralized disk storage and backup solution; implemented a server consolidation project; and provided analysis and recommendations on hardware and software purchasing and licensing.

- Administered a $300,000 budget and introduced cost controls across multiple areas.

PROFESSIONAL EXPERIENCE:

INFORMATION SYSTEMS MANAGER   *(08/97 – 11/99)*
Employer's Name Removed for Confidentiality – Richmond, California
Delivered positive results managing all aspects of information technology for an early startup biotechnology company. Served as an integral part of a corporate IT team responsible for helping seamlessly integrate two networks following *Rosetta's* acquisition of *Acacia Biosciences*.

Achievements and Accomplishments:
- Designed, setup, and administered a 50 node LAN running Windows NT 4.0, Sun Solaris, and Macintosh systems. Provided 24/7 technical support; configured firewalls to maximize network security; and oversaw database programming, Internet connectivity, web server administration, network troubleshooting and end-user training/support to all employees.

- Developed a computer use policy; established and administered the IT Department's budget; and managed the network infrastructure and all network connectivity issues.

- Installed and managed Sun UNIX-based, Netscape Enterprise secure web servers and served as a liaison with corporate partners on all web server connectivity issues

- Directed software development contractors on multiple database software projects and managed database projects. Managed an outsourced web page development project; negotiated service contracts; and provided decision-making on all hardware and software.

WESTERN REGION TECHNICAL SUPPORT MANAGER   *(04/96 – 08/97)*
Employer's Name Removed for Confidentiality – San Francisco, California
Managed all technical support for a premier enhanced fax messaging carrier and commended by superiors for increasing revenues 20% and creating customize solutions that brought value to each customer.

Achievements and Accomplishments:
- Formulated and implemented strategic programs to manage technical training and consultation to the company's 30+ member Western Region sales team.

MARKETING AND OPERATIONS ANALYST   *(04/90 – 04/96)*
Employer's Name Removed for Confidentiality – Mill Valley, California
Managed corporation operations projects for an international data communications carrier specializing in custom electronic message management solutions.

Achievements and Accomplishments:
- Provided analysis and decision-making on software development, marketing, technical consultation, training, operational analysis, PC/LAN installation and management. Developed multi-user database application used by customers worldwide.

EDUCATION AND TRAINING:

MASTERS OF BUSINESS ADMINISTRATION PROGRAM - TELECOMMUNICATIONS
Golden Gate University - San Francisco, California   *(completed coursework toward MBA)*

BACHELOR OF SCIENCE DEGREE - AGRICULTURAL SCIENCE AND MANAGEMENT
University of California, Davis   *(1988)*

References Available Upon Request