

Name Surname | Information Technology Management

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Dexterous **Information Technology Manager/Specialist** who routinely applies problem-solving and technical skills in a variety of business and environments. Adept at providing comprehensive operations and IT support as needed. Specialize in cross-functional training, resource management and troubleshooting.

Security Clearance: Top Secret/SCI cleared • Veteran Status: Retired

- Extended years in IT Management, including strategic direction, budget preparation, vendor relationships, planning and operation.
 - Skilled in evaluating current and future technologies and leading planning management to support both short and long-term IT initiatives.
 - A clear and direct project manager, skilled in developing and maintaining a broad vision, cultivating excellent relationships, and communicating effectively across the organization to build focused and productive teams.
- Representation and Reporting
Negotiation and Contracting
Leadership and Team player
Internet and Intranets
Logistics and Infrastructure
Management & Operations
Migration & Resourcing**

KEY STRENGTHS

Network and Systems Security	Data management, IT and system issues resolution
Research and Development	Presentation, communication and interpersonal skills
Regulatory Compliance	Good decisions maker in stressful situations
Cost Benefits Analysis	Strong analytical and problem solving abilities
Risk Assessment / Impact Analysis	Consulting, designing and managing IT systems projects
Technical Specifications Development	Languages: English, French, Spanish, Arabic.

TECHNICAL BACKGROUND

- Platforms:** Microsoft Windows 2010/2007, XP, NT, Exchange, Server 2003, Mobile Device Configuration and Management (MDM), (Blackberry Administrative Server (BAS) / IOS XenMobile), telephone PBX/MDF.
- Networking:** Wide-Area Network, Local Area Network - Ethernet and Fiber cabling and configuration.
- Tools:** Microsoft SharePoint 2010 Administration, Site Collection Administrator, Office, MS Outlook, Excel, Word 2010/2013, Communications Security (COMSEC), Remedy, Desktop and IT Help Desk support.

PROFESSIONAL BACKGROUND

U.S. Department of Name – City, ST, USA **2015-Present**

SENIOR COORDINATOR FOR INTERNATIONAL SUPPORT

Assigned to serve as the primary point of contact for matters concerning Information Resource Management support to the Foreign Affairs Community at overseas post, including domestic US Federal Government Agency support in order to meet global communication needs.

- Partnering with party vendors regarding special projects-working to resolve issues and streamline processes for collaborative activities.
- Involved in process improvements and development initiatives to drive goal attainment.

U.S. Department of Name – Washington DC, DC, USA **2013-2015**

REGIONAL INFORMATION MANAGEMENT OFFICER for EAST ASIAN AND PACIFIC AFFAIRS [EAP]

Provided support to users in domestic offices and the region's overseas posts, liaising with the department's IT help desk and other information resource management offices in supporting East Asian and Pacific's IT platforms.

• **Projects involved in:**

- **Project Manager for classified communications to American Embassy Country** – saved thousands of dollars and held off productivity loss by white-boarding the various phases of the project, from the requirements-gathering and conception phase to product and services delivery [accreditation and approval obtaining; operated and collaborate with needed services, centers and divisions; finance and funds management].
- **The domestic and overseas upgrade and migration of XX,XXX computers workstations to Windows 7** – coordinated with needs divisions; hosted brown bag sessions; developed user training activities using local and online training systems and email communications; coordinated and managed the deployment of over XXX classified public key infrastructure cards. *Result:* the massive migration of all the computer was successfully completed before the mandatory conversion deadline.
- **Providing Embassy Country with a modern radio network and infrastructure upgrade** [\$X.X M] – increased the security during heightened tensions between the U.S., allies and Country by repairing discrepancies affecting areas of life/safety, security, and non-standard installation practices. *Result:* made the Seoul's computer network access faster and more robust.
- Advocated IT Project and funds with a continuous outcome use and yearly cost savings:
 - Support of an EAP Hard Disk Drive [HDD] destruction program hosted by Embassy Country [\$XM].
 - Rollout the EAP Region overseas Classified PKI for its multifunctional printers [\$X.X M].
- Initiated, designed and coordinated the development of a SharePoint site that is updated by Post Information Resource Management personnel and provides a one-stop view of emergency communication capabilities. The site has benefited users for information access and improved overall emergency readiness and now provides quarterly mandated communication and verification testing dates for the broadband global area network satellites units.

U.S. Department of Name [U.S. Embassy Country] – City, Country

2010-2013

INFORMATION MANAGEMENT OFFICER

Managed all IT operations at American Embassy City, Consulate City, and the six Consular Agencies throughout Country.

- Provided the IT vision needed for a cohesive and collaborative support team in order to ensure that the diplomats have the technology tools needed for successfully meeting policy goals.
- Identified the source of an ongoing problem located in the airport by misinterpreting the numerous diplomatic notes, updating Airport Security procedures resulting in issuing the necessary airport badges.
- Acted as the Contracting Officer's Representative for 3 renovation projects totaling almost X.X million dollars which included: more efficient network performance, updated network infrastructure diagrams, and modernized and improved esthetics of server rooms. Projects were completed without disruption to Embassy operations.
- Volunteered, developed and successfully granted a presentation for concerned parents about the Internet safety for children with focus on Cyber-Bullying, Internet Predators, and links where parents can go for additional information.
- **Managed cost-effective and effective solutions for IT section:** moved the technical support to the IT section and merged all technical stuff under the IT helpdesk which resulted in identifying a single point of contact for telecommunication technical services and support, as well as consolidated and improved the IT sections management controls and inventory of mobile telephones.

U.S. Department of Name – City, ST, USA

2009-2010

MOBILE COMMUNICATIONS BRANCH CHIEF

Managed three critical remote access programs: the Blackberry Enterprise Server, Open Net Everywhere, and laptops.

- Provided effective, efficient and customer-centric services in support of nearly XX,XXX ONE users, X,XXX domestics and X,XXX overseas Blackberry users, while maintaining an inventory of X,XXX laptops within the established budget.
- **Critical Management:** clear understanding of the core mission of the department and in-depth knowledge of the customers' needs across the world in order to provide required user guidance resulting in exceeded service level agreements.
- Identified and solved the appeared problems related to wide area network during the servers switch.
- Detected and personally contributed to generate almost \$XXX,XXX in revenue by operating with Working Capital Fund which did not collect from the XXX overseas Posts since May 2009. This allowed to invest in continuous improvement and refresh.
- **Change Management:** simplified portable device tracking system by implementing sign on process and improved mobile computing's processes to account for and track valuable equipment and information.
- Coordinated and collaborated to all needed department in order to perform physical inventory of the used laptops which helped to correctly and accurately update and reconcile the inventory records of the Department.

US Department of Name – City, ST, USA

2008-2009

SPECIAL ASSISTANT

Coordinated and directed the activities of four business directorates: Enterprise Architectural and Planning, Customer Service, E-Diplomacy, and Policy and Regulations [XXX employees].

- Assisted in setting departmental goals and team/individual productivity standards. Met personal performance standards by efficiently setting goals and objectives, prioritizing work, and using available resources appropriately. Appropriately delegated work to coordinators and issues to Director. Retained appropriate work and responsibility.
- Acted as the IT Enterprise's Public Affairs Officer in order to consolidate, edit and submit the weekly activity report for high-level audiences. Managed a new concept called Information Resource Management Hour consisting of XX webinar sessions held between senior management and overseas Posts and allowed City to brief the field on current issues and strategic direction.
- **Special Project:** Initiated and successfully completed the creation of a one-stop Information management Officer portal on SBU LAN with the Department of State's wiki platform Diplopedia based in gathered internal information. The website was launched in Jul 2008 and it is the 11th most visited site with over XX,XXX views.

EARLIER POSITIONS HELD

US Department of Name [National Foreign Affairs Training Center] – City, ST – <i>Career note:</i> Full time STUDENT	2007-2008
American Consulate General City – City, Country – INFORMATION PROGRAMS OFFICER	2003-2007
US Embassy Country – City, Country – INFORMATION SYSTEMS OFFICER	1999-2003
US Department of Name – City, ST, USA – INFORMATION MANAGEMENT SPECIALIST	1988-1999
U.S. Marines	1981-1985

EDUCATIONAL BACKGROUND & CREDENTIALS

Academic Qualification

Professional Degree – NATIONAL NAME UNIVERSITY, City, ST, USA | 2008

Credentials

- Leadership and Management Certificates
- Chief Information Officer Certification
- Advance Management Program Certification
- Contracting Officer's Representative Certification
- API Tempest Trainer Certification
- IT Certifications
- Microsoft Certified Professional
- Certified Industrial Firefighter and First Responder