

CLIENT NAME

TORRANCE, CALIFORNIA 12345 | 123.456.78790 | RPWSAMPLE@MAIL.COM

IT Operations Director

QUALIFICATIONS PROFILE

Accomplished and astute senior IT director with a solid background and expertise in IT operations, project management, and system integration in pharmaceutical/medical device environments. Equipped with a proven track record in providing consultative guidance and technical leadership to a wide range of technology initiatives focused on data center, server and network infrastructure, and computer system validation. Adept at developing and implementing effective technical solutions that align with organizational goals. Armed with excellent communication and team leadership skills, fostering collaboration across departments to deliver high-impact results. Bilingual in English and Spanish.

CORE COMPETENCIES

IT Project Management | Vendor & Asset Management | Data Center Management | Change Management
Systems Security & Disaster Recovery Planning | Risk Analysis and Mitigation | IT Governance | Cost Reduction
Network & Systems Administration | IT Operations & End-user Support | CSV and System Documentation

PROFESSIONAL EXPERIENCE

COMPANY NAME, CITY, STATE

Director of IT Operations	04/2023–Present
Associate Director of IT Operations	04/2020–03/2023

- ☐ Oversee the availability, stability, and reliability of IT systems and services across multiple data centers and office locations.
- ☐ Provide guidance and mentorship to the End User Support Team, ensuring smooth day-to-day IT operations.
- ☐ Lead the development and deployment of IT systems, ensuring seamless operations and system integrity.
- ☐ Direct and supervise a Service Desk Team of four members, ensuring efficient IT support and facilitating IT training for new hires.
- ☐ Establish and maintain IT operational standards, best practices, and guidelines to enhance system reliability and optimize the efficiency of commercial off-the-shelf (COTS) applications.
- ☐ Evaluate complex business requirements from the user community by offering and implementing effective technical solutions.
- ☐ Collaborate with cross-functional teams to align IT initiatives with broader company objectives and departmental goals.
- ☐ **Managed relationships with third-party vendors by overseeing hardware and software support, licensing agreements, and service-level agreements (SLAs), achieving a 50% cost reduction in licensing and asset usage.**
- ☐ **Served as a key NetSuite administrator and SharePoint site owner, overseeing system management, user access, and platform optimization.**
- ☐ **Successfully instigated the Teams Cloud Phone system, resulting in a 60% reduction in communication costs and annual savings of approximately \$70K.**
- ☐ **Designed and implemented a comprehensive Sarbanes-Oxley (SOX) compliance review process to ensure regulatory adherence and strengthen internal controls.**

COMPANY NAME, CITY, STATE

Associate Director IT Infrastructure	07/2017–04/2020
Senior IT Infrastructure Manager	10/2015–07/2017

- ☐ Assumed accountability for overseeing IT infrastructure, including network and server management, ensuring capacity, availability, and compliance through effective leadership of internal teams, vendors, consultants, and service providers.
- ☐ Led a diverse team of 10, including network resources, system engineers, and technical writer consultants, managing a \$2M annual budget.
- ☐ Collaborated with IT management to identify opportunities for outsourcing critical IT infrastructure activities, negotiating SLA/SLO-based support agreements with third-party vendors to optimize performance and cost efficiency.
- ☐ Formulated and prioritized the IT infrastructure roadmap in alignment with business requirements and goals,
- ☐ Created detailed documentation, including project plans, training materials, standard operating procedures (SOPs), and runbooks

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- ☐ Worked closely with stakeholders to create and execute business continuity and disaster recovery plans, maintaining capabilities such as backups and redundant systems to minimize downtime and data loss.
- ☐ Interacted with the Quality Assurance (QA) Team to ensure that IT infrastructure met regulatory compliance requirements.
- ☐ Established and tracked key performance indicators (KPIs) related to infrastructure capacity, availability, and overall system health.
- ☐ Rendered hands-on project management for IT infrastructure initiatives, ensuring timely delivery, adherence to budgets, and alignment with business objectives.

COMPANY NAME, CITY, STATE

Information Governance & IT Infrastructure Manager

11/2013–10/2015

Global Infrastructure Services Site Lead

2 years & 8 months

- ☐ Provided expert oversight of information governance management and IT infrastructure, while delivering 24x7 support for a GxP-compliant environment across two Novartis divisions.
- ☐ Managed the rollout and ongoing support of the divisional information governance framework, and led IT information governance management audits for the site, ensuring compliance with internal and external audit requirements.
- ☐ Played a key role in creating, evaluating, and approving GxP documentation to maintain regulatory compliance and support operational processes.
- ☐ Administered and maintained IT infrastructure, including planning and leading responses to infrastructure issues and incidents.
- ☐ Built and executed IT business continuity plans (BCP) and disaster recovery plans (DRP) to safeguard critical operations.
- ☐ Coordinated, reviewed, and approved IT infrastructure changes and systems security activities
- ☐ Reviewed and validated PxQ cross-charges from Global IT Services for accuracy and alignment with budgetary guidelines.

EARLIER CAREER

COMPANY NAME, CITY, STATE

IT Systems Engineer

9 years & 6 months

Manufacturing Systems, Server, and Network Support

2 years & 5 months

IT Infrastructure Manager

Less than a year

Computer System Validation Engineer

7 years & 3 months

Filler Network Administrator

1 year & 6 months

COMPANY NAME, CITY, STATE

IT Technical Consultant

1 year

EDUCATION

Business Administration Certification, In Progress

University of California, Berkeley Extension, Berkeley, CA

Bachelor of Science in Computer Science

Interamerican University, San German Puerto Rico

PROFESSIONAL DEVELOPMENT

Issuing Institution

Google Cybersecurity Certificate, 08/2024

Cybersecurity and Its Ten Domains, 03/2020

AWS Fundamentals: Going Cloud-Native, 01/2019

Google IT Support Professional Certificate Specialization, 12/2018

IT Security: Defense against the digital dark arts, 12/2018

Operating Systems and You: Becoming a Power User, 04/2018

The Bits and Bytes of Computer Networking, 03/2018

Technical Support Fundamentals, 02/2018

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Issuing Institution	Okta Certified Professional, 04/2023
Issuing Institution	Cisco Certified Entry Networking Technician (CCENT) – ICND1 v3.0 – Interconnecting Cisco Networking Devices
Issuing Institution	Level 2 Sumo Power User, 01/2021 SumoLogic Pro User, 01/2021
Issuing Institution	Change Management, General Audit / Inspection Readiness ITIL Foundation Palo Alto Networks Firewall Essentials – Configuration and Management

ACTIVITIES

Troop 939, Livermore, CA: Assistant Scoutmaster
Troop 2525, Tracy CA: Founder
TBD – Masons of California: Role

TECHNICAL SKILLS

System Engineering:	Windows 9x, 2000, ME, XP, Vista, 7, 8, 10, Server 2000 - 2022, Active Directory, LDAP, DNS, DHCP, Patch Management, DFS, RDS, TCP/IP, Storage Systems (NAS/SAN), Domain Controllers, GPO's, Terminal Services, Telnet, IIS, Microsoft Office Suite, Veritas NetBackup, EMC Retrospect, Acronis, Ghost, VEEAM, VMware, MS SQL, SolarWinds, What's up Gold, Lotus Notes, HP Servers, IBM Servers, Tape Libraries and Dell Servers, Nutanix, Citrix, IOS Devices
ITSM Systems:	Remedy, Samanage, Service Now, Happyfox, Jira Service Desk
Single Sign on:	Okta, ADFS
Security:	Qualys, Rapid7, Sumologic, Malwarebytes, Tenable, CrowdStrike, Automox
Programming/Scripting:	PowerShell, Cisco, Meraki, Linksys, HP (Switches, Routers, Firewalls, Phones, Access Points), Cisco Prime, Palo Alto Firewalls
Collaboration Systems:	Zoom, Polycom, Cisco Webex, MS Teams
Cloud systems:	AWS, Azure, Intune, Office 365, G Suite, Jira, Confluence, Veeva, DocuSign, Asana, Box, MasterControl, NetSuite
Web Hosting:	External DNS, Domain Registrations