

Director, IT • Vice-President, IT

IT executive with 10+ years' expertise in:

IT Management, IT Operations, Strategic Planning, Budget Management, Revenue Growth, Cost Savings, Project Management, Process Improvement, QA, Staff Management, Sarbanes-Oxley

Ensuring the efficiency, reliability and security of all IT functions through comprehensive strategic planning, aggressive cost savings, and active IT management.

HIGHLIGHT OF ACCOMPLISHMENTS

Strategic Planning: Led **comprehensive restructuring and IT turnaround** in multi-year commitment as **outsourced CIO** for client with 60 locations and 1000+ staff. (Job)

Cost Savings: Saved **\$1.2M** by implementing Six Sigma process improvements. (Job)

Revenue Growth: Helped drive **50%** annual sales growth for company with *more than 1000* clients, including **Ford, Motorola, Microsoft, and AT&T**. (Job)

IT Operations: Ensured **absolute seamless transition** with **no user downtime** during extensive LAN upgrade. Completed **48-hour changeover** that impacted every piece of equipment. (Job)

Staff Management: Achieved **significant decrease in staff turnover**, ensuring stable, highly qualified IT operations staff. (Job)

EMPLOYMENT SUMMARY

Sony Electronics, Inc. **Senior IT Manager, Operations** **San Jose, CA**
2002 – Present

Led operations of information technology division for \$67B leading manufacturer of audio, video, communications and IT products worldwide. Directly served highest-level corporate clients, including *ABC, CBS, NBC and ESPN*. Ensured ongoing 24/7 operations for all divisions and immediate service response to technology issues. Directed planning, logistics, and call center departments. Directly responsible for \$15M in revenue reported to top-tier executives, division president and vice-president.

- Created and developed **comprehensive service strategy** for information technology division.
- Used extensive **Six Sigma project management** expertise to achieve **multimillion-dollar** inventory reductions, significant process improvements, and increased profitability.
- Directed and analyzed **division finances** including revenue, expenses and profit/loss data.
- Led **cross-functional management** of large-scale projects and programs throughout Sony.
- Created and developed **global service strategies** for operations with Asia, Europe, and U.S.

Jefferson Wells International **IT Consultant/Auditor** **Las Vegas, NV**
1999 – 2002

Led key projects as IT consultant, Sarbanes-Oxley auditor and risk analyst for \$131M *Inc. 500* professional services company. Managed security, disaster recovery, operations and risk analysis assessments for a wide range of high-level clients. Led Sarbanes-Oxley audits. Worked directly with client technical and non-technical staff, as well as external auditors, to assess and remediate issues.

Continued

AOL

IT Operations & Site Manager

Dulles, VA
1996 – 1999

Led IT operations for standalone site of \$8.3B leading internet service provider (ISP). Managed six technical and administrative staff. Managed desktop operations, help desk, and software/hardware applications. Worked directly with internal and external clients to resolve business critical and time-sensitive issues. Ensured ongoing communications with staff and client base.

- Implemented strategic plan for **effective and rapid upgrades** to desktop operations, requiring minimal downtime.
- Managed internet/intranet web development, ensuring **ongoing information updates** for staff.
- Participated in **IT strategic planning**. Selected and purchased software.

System Source

Network Manager/
Senior Systems EngineerDenver, CO
1994 – 1996

Managed 200 user LAN/WAN and led technical projects for key corporate clients of IT consulting firm. Supervised systems administrator and service/support staff. Met regularly with director and president to advise on technology purchases, potential IS issues and solutions. Led training. Provided technical advice to non-technical staff. Created documentation of procedures, network layout and configuration.

- Decreased work order completion time from 3 days to **under four hours** by **streamlining internal support**. Received Manager's Recognition Award.
- Worked directly with president to determine **corporate standard system requirements**.

EDUCATION

California State University; Los Angeles, CA

B.S., Computer Science, 1994
Minor: Business Administration

CERTIFICATIONS

CCDA (DCN)	Cisco Certified Design Associate (Designing Cisco Networks)
MCSE 4.0	Microsoft Certified Systems Engineer
CNE	Certified Novell Engineer IntraNetWare 4.11 ^(6 of 7)
CNE	Certified Novell Engineer GroupWise 5 ^(6 of 7)
MCP+I	Microsoft Certified Internet Professional
CC/1.7	Certified Citrix WinFrame Administrator
NTP	Hewlett Packard STAR Netserver Technical Professional
MCPS	Windows NT Server 4.0, TCP/IP 4.0, Internet Information Server IIS 3.0, Windows 95
CNA	Certified Novell Administrator IntraNetWare 4.11, GroupWise 5
COMPTia A+	Certified Hardware Technician

PROFESSIONAL AFFILIATIONS

Women in Technology International (WITI)
Women in Technology International Global Executive Network
Digital Coast Roundtable