

12345 Main Street  
Somewhere, MI 12345

**JOHNATHON J. DOE**

someone@example.com  
555-555-5555

VISION / LEADERSHIP / COLLABORATION / RESULTS

## TECHNICAL SUPPORT MANAGER

Technical Analyst / LAN Administrator / IT Consultant

**Training ~ Process Improvement ~ Project Management ~ Leadership ~ IT Infrastructure**

*Exemplary background armed with 11 years' experience delivering outstanding technical training and support. Combine keen analytical and leadership expertise to deliver innovative solutions, strategic vision, and counsel in the face of rapidly evolving technology and business demands.*

Highly qualified IT professional accustomed to supporting large multi-user networks to determine operational viability, technical challenges/solutions, and cost-cutting results. Successful in directing multiple, concurrent projects involving complex network operations, IT coordination, and reengineering systems to improve performance.

### Technical Skills

Hardware: Dell Optiplex Series Desktops, Dell Latitude Series Laptops, Server Virtualization

Operating Systems: Windows 2000, Windows XP, Windows Vista, Windows 7, Advanced Server 2003/2005, Microsoft SQL Server 2003/2005, Active Directory, & Group Policy Management

Network Applications: Domino Fax Server, Lotus Pager Gateway, & Sametime Server

Client/Server Applications: System Center Configuration Manager, Big Fix Power & Patch Management, & McAfee E-Policy Orchestrator

Software: Microsoft Office Products, Lotus SmartSuite Software

## ~ PROFESSIONAL EXPERIENCE ~

**UNIVERSITY OF XXXXX, XX DIVISION** ■ XXXX, MI

**1996 – Present**

*IT/Business Division of globally recognized research university providing IT and communication services to support campus-wide academic and research needs.*

### Senior XXXXX (2001 – Present)

Assumed vital role within the IT Department to deliver university-wide technical support to VP's and staff. Spearhead department specific projects associated with designing, testing, and implementing network and desktop IT solutions. Facilitate multi-level training programs to raise competency levels of complex university IT resources.

#### Challenge:

Lead teams to integrate technology advancements and optimize productivity. Contribute technical expertise to diagnose, troubleshoot, and resolve problems to achieve maximum system utilization.

#### Impact & Results:

- Earned recognition with six AVPF Spirit of Excellence Awards. Recipient of Directors & Managers Award.
- Established IT infrastructure and implemented solutions across a large-scale, multi-phased relocation process.

**UNIVERSITY XXXXXX, XXXXX SERVICES** ■ XXXX, MI

*Division of large university providing campus-wide printing expertise with state-of-the-art technology service and support.*

### Senior XXXXXX XXXX (1996 – 2001)

Served in capacity of CSR charged with managing internal/external business development and direct sales initiatives. Utilized analytical abilities with ROI strategies to negotiate and win high-volume projects. Established, and solidified profitable relationships with key accounts. Maintained lucrative external vendor relations.

#### Challenge:

Combine technical expertise and business acumen to identify, negotiate, and secure key contracts. Maximize revenue opportunities and fuel ongoing business alliances.

#### Impact & Results:

- Drove sales volumes and opportunities with partners, clients, and vendors by delivering best possible ROI.
- Piloted an innovative strategy to pinpoint cost savings and achieve project buy-in from stakeholders.