Bradley Applicant

306 Queen Anne St. • Seattle, WA 98109 • (123) 456-7890 • bradley@applicant.com

INFORMATION TECHNOLOGY MANAGER

Solution-oriented IT Manager with 6 years’ progressive experience designing cutting-edge, stream-lined technology systems for clients in the financial services, manufacturing, and business sectors. Partner effectively with service teams and clients to isolate technology gaps and generate increased productivity through innovative systems implementations.

PROFESSIONAL EXPERIENCE

C.R.L. SYSTEMS SOLUTIONS, *Seattle, WA***IT MANAGER**, (June 2016 – Present)

Coordinate delivery of best-in-class technical solutions and support to clients of dedicated provider of information systems to the financial services industry. Evaluate clients’ current systems to pinpoint technology gaps, conduct feasibility studies, and prepare project bids; assign and schedule teams of 3-10 technical personnel to client projects. Key Achievements:

* Led development and implementation of new cloud-based enterprise resource planning (ERP) solution for financial advising firm that improved regulatory compliance by 72%.

ORACLE, *Seattle, WA***WINDOWS DESKTOP SUPPORT ENGINEER** (December 2014 – June 2016)

Communicated with clients both via telephone and at worksites to troubleshoot and resolve Windows hardware and software issues. Installed operating systems; performed general computer hardware maintenance on desktops, laptops, and peripheral devices. Key Achievements:

* Honed expertise in network solutions design and performance trend analysis.
* Implemented streamlined response process that accelerated response to trouble tickets by 60%.

EDUCATION & TRAINING

**CENTRAL WASHINGTON UNIVERSITY**, Ellensburg, Washington

Bachelor of Science in Industrial Engineering Technology (2014)

**Professional Certifications**

Microsoft Certified Systems Engineer (MCSE) ~ Microsoft Certified Professional (MCP)

**Technical Proficiencies**

Platforms/Tools: Microsoft Word, Excel, Outlook, PowerPoint, Citrix Cloud XenApp and XenDesktop, Microsoft Dynamics 365 ERP System, SharePoint, Office 365, and Azure