

DAVID SMITH

SENIOR MANAGER: INFORMATION TECHNOLOGY

Solutions-focused, senior IT professional with more than 20 years' experience leading data center, technology infrastructure, Enterprise Resource Planning (ERP), and disaster recovery operations for large, global, multimillion-dollar corporations. Exceptional at building and managing high-performance technical teams to design and implement worldwide data center operations to meet organizational needs. Expert at aligning IT infrastructures with corporate initiatives to generate profitable growth. Particularly effective directing the evolution of network infrastructure/disaster recovery solutions from concept through execution, constantly managing the needs of the customer, team, and project. Excel in business planning, budget management, and team leadership.

CORE LEADERSHIP COMPETENCIES

- Data Center Operations
- Disaster Recovery
- ERP Architecture / Operations
- IT Resource Management
- High-Performance Teams
- Project / Process Management
- Application Development
- Desktop Support / Helpdesk
- Vendor Management

PROFESSIONAL EXPERIENCE

VESUVIUS

DATA CENTER MANAGER, PITTSBURGH, PA (2000 – 2007)

1.2 billion steel-ceramic company with 85+ sites worldwide.

Led design, implementation, and management of a global data center to provide access to corporate systems that included establishing network infrastructure, help desk services, hosting for the worldwide JDEdwards ERP system, and 24/7 support for all systems. Planned and coordinated project review meetings to collect and translate organizational requirements into solutions enhancements. Developed and implemented a five-criterion data center employee evaluation process to track and measure employee performance.

Selected Achievements

- \$2.8 million saved by negotiating resources needed to define and execute hardware and system requirements for successfully implementing new data center architecture within four months of natural disaster.
- Generated \$30,000 in cost savings by successfully negotiating a new five-year contract with vendors to rebuild and support disaster recovery operations.
- Established from the ground up a data center operation that included planning and coordinating IT resources to centralize system access across 85+ sites throughout the world – achieving all project and budget milestones within 18 months.
- Launched a standardized tool to accurately isolate and consolidate expense budgets critical to supporting corporate and profit analysis.
- Planned and coordinated existing technical support resources to effectively collect, document, and assign issue trouble tickets to support 24/7 operations worldwide.
- Developed and implemented a coordinated strategy to manage the transition of hardware and software processes as part of outsourcing data center operations – completing the project on schedule and within budget.
- Reduced costs \$200,000 by establishing and managing a technical team of vendor storage experts and staff members to rebuild a cost-effective storage area network with increased capacity.
- Led disaster recovery efforts to restore network system operations, including system and network access, within 48 hours of a major hurricane disaster with no loss of data.
- Attained 99.99% system availability by setting up and managing worldwide access for a JDEdwards Enterprise Resource Planning (ERP) system from overseeing multiple testing environments to version control and system administration.

WELCH'S INC.

COMPUTER OPERATIONS MANAGER / INFORMATION CENTER MANAGER, CONCORD, MA (1997 – 2000)*\$800 million worldwide food manufacturer.*

Oversaw operations for corporate-wide 24/7 data center. Managed daily system schedules and staff resources required to support system operations. Directed and trained 10 direct reports to support computer operations and 5 direct reports to support an information center. Accountable for all aspects of desktop computing, including hardware and software as well as customer support for a remote sales organization.

Selected Achievements

- Achieved 99.9% system availability with online 24/7 customer access by ensuring all proper policies, procedures, and change controls were followed.
- Reduced IT costs to one-third of industry standard by assembling a cross-functional team of IT support staff and employees to evaluate, select, and standardize desktop hardware and software across corporate operations.
- Decreased average time to close tickets from 3.5 to 2 days by executing a desktop agent-based product to more effectively document and track the average time for closing all open issues.

PLANT SYSTEMS MANAGER, NORTH EAST, PA (1993 – 1997)

Established and managed entire IT department within company's largest product manufacturing facility of 450 employees. Key member of senior management team to support daily operations. Developed procedures to track, project, and report network availability, reliability, capacity, and utilization issues.

Selected Achievements

- Improved time reporting accuracy 20% by automating and streamlining supervisor validation and time approval processes to maximize use of labor resources.
- Headed project to implement a local area network connecting 50 computer systems to increase and enhance communications and data sharing throughout plant operations.

PROGRAMMER / PROJECT LEADER, WESTFIELD, NY (1981 – 1993)

Created, tested, documented, and implemented business systems for a centralized IT organization with 75 IT employees. Designed, coded, and implemented database for a 401(k) retirement system and loan program to support company employees. Supplied detailed reporting and loan tracking for all 401(k) participants throughout the company.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE
LOCK HAVEN UNIVERSITY, LOCK HAVEN, PA

TECHNOLOGY PROFICIENCIES

Database & Languages:	TOTAL/7 Database, DL1 Database, Datacom Database, DOS/VSE, COBOL, CICS, IDEAL, Dyl280, RPGII, HP-UNIX, ORACLE DB, all Microsoft-based Operating Systems Desktop/Server, Microsoft Office, Microsoft Exchange Client, OUTLOOK & 5.5 Server, Microsoft Proxy Client, CA TNG NT Agents, Microsoft FrontPage, IBM OS/2, SYBASE SQL, COGNOS PowerPlay & Impromptu, Lotus Notes, JDE XE, Marcam PRISM
Hardware:	ES9000, HP N4000/9000, HP RP4440, RP3440 AS/400, Dell-based PCs, IBM-based PCs, Compaq-based PCs, EMC Clarion & Symmetrix, SAN
Networking:	IBM LAN Server, Microsoft networking, Token Ring, Ethernet, Frame relay, MPLS, TCP/IP, NETBUI