

Joseph M. Smith

123 Main Street
Cape Girardeau, MO 63703
Home (573)555-5555
Cell (573)555-1212

PROFESSIONAL EXPERIENCE:

IT/MIS Manager

Customer Service Manager

International Product Instructor May 2000 to March 2002

New Foundations – St. Louis, MO

- Responsible for all IT support operations for internal (employees) and external (clients) customers managing a staff of 12.
- Developed and implemented training procedures used for training of clients in Mexico and Japan.
- Conducted training for international clients in Japan and Mexico.
- Implemented company products and established support center in Japan
- Manage all activities associated with the identification, prioritization and resolution of reported problems.
- Developed a Technical Assistance Center consisting of a help desk and field technicians.
- Established policies and procedures for the support operations within the company.
- Responsible for strategic planning and determining the resource requirements needed to meet the company's goals.
- Responsible for the creation of an IT annual budget and the monitoring of its financial performance.
- Responsible for the implementation of Asset management guidelines, ensuring that all systems and equipment are accounted for.
- Responsible for the purchasing and implementation of the call management system.
- Management of Exchange 5.5 as an email administrator, implementing policies and the installation of the third party program, AutoAccept for the management of conference rooms and resources.
- Responsible for all purchasing of IT equipment, ensuring correct standards and pricing.

IT Manager September 1996 to May 2000

Main Engineering - Denver, CO

- Manager of Tier II level technicians in the support of internal IT staff throughout the company.
- Manage and organize workloads of 10 IT professionals consisting of a LAN Administrator and Technician, Exchange Administrator, WAN Technician and a team supporting software applications.
- Manage all help desk operations supporting 7000 end-users in 125 locations nationwide
- Monitor all trouble tickets and workflow to ensure operations run smoothly
- Monitor help desk metrics, anticipate and manage trends
- Write and implement a Service Level Agreement (SLA) to be used throughout the firm for IT services
- Ensure SLAs have been met ensuring customer satisfaction
- Assist regional IT staff with service implementations and upgrades
- Project Manager for the implementation of Asset Center inventory control program
- Act as a temporary replacement for needed regional IT staff including IT leads, technicians and IT managers
- Hiring of new regional IT management and staff
- Responsible for the evaluation, procurement and implementation of call management system
- Negotiation of contracts for temporary employees as well as a new call management system
- Establish policies and procedures for help desk operations
- Creation of annual budgets and the monitoring of financial performances. Current annual budget is \$2 Million with a project budget of \$250,000. This project was completed under budget by \$33,000 and on time.

- Work with regional management teams to ensure IT operations are consistent with business requirements
- Development of customer service training

IT Services Manager August 1991 to July 1996

Computers-R-US Scottsdale, AZ

- Managed 9 technicians in the service of customer products
- Responsible for annual budgets projected by the Corporate Office
- Responsible for the training of technicians in a variety of hardware platforms including Compaq, Toshiba, Epson, Hewlett-Packard. Also responsible for A+ certifications.
- Administrator for Novell network and Beyond-mail email services
- Administrator for internal LAN wiring and Point of Sale hardware
- Manage the implementation of Novell and NT networks purchased by customers

PROFESSIONAL SKILLS AND TRAINING

- MS Office Suite, MS Outlook, MS EXCHANGE 5.5, MS FrontPage, MS TechNet, MS Internet Explorer, Netscape, VISIO, Project 2000 and Project Central, Timesheet 2000.
- ACT!
- Novell Netware
- Oracle 10.7
- SQL 6.0-7.5
- Windows 95, 98, NT
- Apple Macintosh
- Compaq Servers, Desktops and Laptops
- Dell Servers, Desktops and Laptops
- Toshiba Laptops
- HP Printers
- Report Scheduler
- ACD Automated Call Distributor

PROFESSIONAL MEMBERSHIPS

Help Desk Institute National Membership
 Help Desk Institute Local Board Member