

JOHN DOE

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SENIOR IT LEADER WITH EXPERTISE IN IT OPERATIONS

PROFESSIONAL SUMMARY

Results-driven IT professional with decades of leadership experience in infrastructure and management and a record of successfully overseeing information technology operations. Demonstrates a deep understanding of business needs, effectively bridging the gap between technical teams and non-technical stakeholders. Excels in developing innovative solutions, optimizing processes, and exceeding expectations. Committed to driving user satisfaction and leaving a lasting positive impact. Expert at supporting hardware and software for 3D designers as well as various special desktop/client applications such as SharePoint, OneDrive, Active Directory, and Azure, among others. Adept at mentoring and being mentored while fostering a collaborative work environment. Seeking to leverage expertise in IT operations management and solution-focused leadership skills to drive customer satisfaction and organizational success.

CORE COMPETENCIES

- IT operations
- Hardware and software support
- MicroMark/Accumark/Vstitcher/TCSquare
- SQL server administration
- Software licensing management
- Windows 7/Windows 10
- Lotus Notes
- Supply chain
- Network
- JCL/MVS/TSO/ISPF
- RightFax
- Active directory/Azure
- Project management
- Teamwork
- Mentoring
- Solution-focused leadership
- Technical analysis
- Problem-solving skills

EXPERIENCE

Red Company, Cary, NC

05/19 – Present

Business Analyst, IT Supply Chain

06/22 – Present

Drives optimal supply chain operations through stakeholder collaboration, innovative IT solutions, and precise translation of business requirements. Ensures timely IT solution delivery, conducts feasibility studies, and enhances supply chain performance through data analysis. Leads system infrastructure design and maintenance, addresses issues proactively, fosters collaboration, and coordinates a high-performing systems engineering team. Administers system improvements and manages vendor partnerships while staying updated on industry best practices. Plays a crucial role in successful project delivery, risk mitigation, and scalable growth within defined budgets.

- Successfully moved Accumark SQL from Blue to Red (including replications between all sites).
- Migrated all Patterns from Blue image to Red image without lapse in season support.
- Saved \$20k by utilizing the XPL plotters in SSC despite initial doubts.
- Supported all Vstitcher/Lotta and Fabric testing training.
- Created SOP for testing Accumark 13.2.0.284 and all future Gerber software updates.
- Completed installations of Accumark 13.2.0.284 in Torreon, Acanceh, and Nicaragua.
- Continuously updates users to the new Accumark version as they are hired.

Senior Coalition Support Engineer Product Development Services

05/19 – 06/22

Provided expert technical support for the product development services of the coalition of brands. Collaborated with stakeholders to deliver tailored technical solutions, designed and maintained scalable system infrastructures, and proactively addressed performance issues. Led a team of systems engineers, ensured adherence to quality standards, and fostered a culture of collaboration. Stayed updated on industry trends, drove continuous improvement, and ensured compliance with security policies.

- Assisted and validated moving data from VF Server drives to the new Kontoor Infrastructure.
- Streamlined file transfer processes to plants, significantly improving efficiency and ensuring seamless operations.
- Spearheaded the successful implementation of a cutting-edge Kontoor VPN solution, enabling secure and efficient remote access for all employees utilizing Accumark/Vstitcher/Lotta software.
- Helped with the migration of the SpeCS system and transferred support to Local IT.
- Validated license transfer from VF to Kontoor and balanced with vendor all applicable licenses.

Product Development Services

Blue Company, Cary, NC

06/13 – 05/19

Orchestrated seamless sample development and approval processes, liaising with suppliers and internal stakeholders to ensure flawless execution. Managed and updated product databases and systems, ensuring accurate and updated product information for streamlined operations. Provided comprehensive hardware and software support to multiple departments. Served as a liaison between Product Development and key stakeholders, facilitating effective collaboration. Managed inventories of hardware and software licenses for efficient resource utilization. Championed sustainability practices and initiatives within the product development process, aligning them with industry best practices.

- Functioned as the SQL Server Administrator for 18 servers across multiple locations, including the East Coast and Latin America, supporting plant operations, and facilitating seamless data management.
- Implemented software savings of over \$1m in 2015 and grew through 2016, 2017, 2018, and 2020.
- Supported critical software systems, including MicroMark, Accumark, Vstitcher, and TCSquare.
- Led the Windows 7 migration project, coordinating with vendors for successful implementation.
- Addressed and resolved complex hardware, software, and system requirements as per management requests.

Senior Desktop Support

Gray Company, Cary, NC

04/11 – 04/13

Proactively monitored and resolved issues in the end-user environment using advanced tools and concepts. Demonstrated expertise in Microsoft Windows environments, including SCCM/MECM, Active Directory, and Group Policy. Provided hardware and software support, ensuring optimal performance and functionality. Installed, configured, and troubleshooted operating systems, applications, and updates. Trained and supported end users on software applications and tools. Maintained detailed and accurate records and ensured data security following IT policies. Mentored and empowered team members and provided technical guidance while simultaneously supporting projects and staying updated on emerging technologies.

- Consistently delivered high-quality service to customers by promptly and professionally handling tickets.
- Established strong relationships with customers, Wrangler, and VF Corp Executives by attending VF Leadership Summit and Board of Directors meetings.
- Provided effective mentoring and guidance to new team members, facilitating their seamless integration into the team, and helping them navigate VF legacy issues with expertise and support.
- Assumed responsibilities as a Senior Technician, encompassing former Desktop Support 3rd level duties, including Active Directory management.

PREVIOUS EXPERIENCE

SSR Specialist

White Company, Cary, NC

01/05 – 03/11

Sr. Desktop Support Technician

Yellow Company, Cary, NC

09/98 – 01/05

Technical Analyst/Manager

Magenta Company, Cary, NC

06/94- 09/98

Foreman

Cyan Company, Cary, NC

10/80 – 06/94

TRAINING AND CERTIFICATIONS

- SQL
- Access
- Quest - Troubleshooting, Maintaining, & Upgrading
- Azure
- Active Directory
- WordPerfect 5.1 Level I, Lotus 1-2-3 Level I and II
- Python
- UNIX
- Kepner-Tregoe Decision Support System

EDUCATION

Bachelor of Science in Computer Information Systems, Minor in Business Management

Belmont Abbey College, Belmont, NC

1994

Cum Laude