SAM SMITH

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INFORMATION TECHNOLOGY PROFESSIONAL WITH 15+ YEARS OF EXPERIENCE
Project & Program Management/Team Facilitation & Collaboration/Customer Interface & Support

SUMMARY OF SKILLS

A results-driven and solutions-focused Systems Analyst and SAP ERP/CRM Administrator demonstrating visionary leadership and outstanding performance in all facets of IT, relationship, and technical project management of high-profit business operations. Proven leadership with customers, consistent quality in technical development of colleagues and a verifiable track record of successfully developing individuals and building and directing teams to maximize performance. A hands-on manager able to make challenging decisions and provide clear expectations while fostering creativity and problem solving. Recognized for consistency in the utilization of Project Management processes from planning through closure to effectively execute project scope deliverables. Highly developed interpersonal, analytical, problem-solving, and troubleshooting skills. Fully fluent in Salesforce.com, Information Technology Infrastructure Library (ITIL), Internet technologies, and Social Networking tools. Willing to travel and relocate.

CORE COMPETENCIES

- *Project/Program Management*
- *Application Solutions Delivery*
- *New Technology Assessments*
- *Data Interface Design*
- *Vendor Sourcing & Selection*

- *Strategic Technology Planning*
- *Systems/Server Administration*
- *Customer Service Management*
- *Group Presentations/Training*
- *Research & Data Analysis*

- *Installation/Configuration/Testing*
- *Software Development/Lifecycle*
- *LAN/WAN Configuration/Support*
- *Help Desk Support/Management*
- *Systems & Process Optimization*

PROFESSIONAL EXPERIENCE

ABC Company   **Any Town, USA**   **Jun. 2008 – Present**
Systems Analyst
Directed a broad range of IT initiatives for a diversified education and media company whose principal operations include educational services, newspaper print, online publishing, television broadcasting, and cable television systems.

- Provided incident/situation management and ongoing technical training to over 200 users in the Advertising, Accounting and Publishing Departments; immediately resolved problems in accordance with ITIL methodologies.
- Promoted from a support role to System Administrator for the department's Customer Relationship Management tool (Salesforce.com); supported over 130 licensed users annually.
- Supported all facets of the system development cycle including analysis, design, specification, development, testing, training, documentation and implementation of technical solutions.
- Managed applications and server usage; administered applications during roll-out and planned and prepared standard procedures, support and enhancement for the on-going administration of advertising systems.
- Spearheaded and oversaw SAP ERP administration, upgrades, testing and troubleshooting for 165 users; configured and maintained accounts, ensured adherence to Sarbanes Oxley guidelines, partnered with offshore teams to evaluate and diagnose problems, and worked in tandem with various departments to ensure updated content and reporting tools.
- Served as the Blackberry administrator and sole technical support contact for 125 users; maintained responsibility for ordering, activating, troubleshooting, and managing wireless carrier billing processes.
- Coordinated Service Level Agreement (SLA) documentation for external technology vendors; spearheaded weekly meetings with vendors to ensure adherence to SLAs and prompt incident resolution.
- Primary technical contact and administrator for client-based website; provided exceptional service during the online ordering process by interfacing with clients and internal development teams to resolve problems.

Selected Accomplishments:
- Selected as project lead to transition the internal application supporting $10M in annual advertising revenue from a client-server based platform to a web application; served as ongoing administrator responsible for maintaining system, configuring users, coordinating training, and escalating issues to vendors.
- Spearheaded special projects designed to generate additional advertising revenue; managed the full project lifecycle including product development, integration implementation, scheduling, training and service delivery.
- Designed and completed a cutting-edge project allowing small-mid size businesses to directly place their display advertising online; resulted in an improved customer experience and reduced company costs.
- Maintained Rhythmx Enterprise XML-based CMS tool in support of the public website; selected as the project lead responsible for researching the business impact of migrating CMS tool to Drupal.

PROFESSIONAL EXPERIENCE (CONTINUED)

ABC Company   **Any Town, USA**   **Oct. 2007 – Jun. 2008**
Support Analyst
Integral member of a three (3) person support team responsible for the maintenance of UNIX, AIX, and Linux servers for a provider of industry leading courier software for real-time shipment tracking and order processing applications.
- Served as the primary contact and support person for the "distribution" component used by clients to manage their data between a hand-held mobile bar-code scanner and their distribution center.
- Provided 24/7 billable, on call emergency support.
- Performed daily administration; created and maintained users, set-up accounts, maintained network bar-code/label printers, created backups and scheduled automatic jobs using CRON.
- Monitored UNIX processes that managed client data for bottle-necks; restarted systems accordingly.
- Served as the primary contact between client and internal teams during software enhancements and upgrades; provided project updates and coordinated software deployment with client.

ABC Company   **Any Town, USA**   **Jan. 2006 – Oct. 2007**
Lead Support Engineer
Performed on-site software installation of ABC educational software for a leading provider of K-12 instructional software installed in more than 3K school districts in over twenty (20) states and worldwide; partnered with school district IT Departments to plan and implement software and provide ongoing technical support.
- Configured group policy settings and administered user rights and access on Windows, Novel and Mac servers.
- Maintained the technical support website and user authentication databases; created and posted knowledge based articles on the support website and managed user access for software updates and SQL reporting tools.
- Assisted the software development and internal quality assurance teams; tested specific software bugs, documented changes and updated clients upon the release of new patches.

ABC Company   **Any Town, USA**   **Jan. 2000 – Sept. 2005**
Technical Support and Vendor Relations Representative
Provided over-the-phone technical support to 500K customers for a leading Internet services provider; resolved technical and procedural issues relating to the installation of core products and their environment.
Selected Accomplishments:
- Reduced the length of nationwide DSL, outages and disruptions; actively monitored trends in the trouble ticketing system and notified the Network Operations Center (NOC) when WAN outages were detected.
- Recognized for efficiently handling routing, latency, firewall and various data transport problems.
- Met and exceeded quality expectations for six (6) consecutive months by resolving customer concerns, managing vendor issues and solving Tier 3 complex connectivity problems.
- Selected to serve on a special technical support team for emerging technology products including Fixed Wireless and Broadband over Powerline; provided superior service and product knowledge.

Additional Experience:
Helpdesk Support Specialist, ABC Company, Any Town, USA (Aug. 1996 – May 1999)

EDUCATION/CERTIFICATIONS/SPECIALIZED TRAINING

▪ Bachelor of Science in Management Information Systems - University of North Carolina, Wilmington, North Carolina
▪ Coursework Completed Toward a Cisco Certified Network Associate (CCNA) - Herzing College, Atlanta, Georgia
▪ Project Management Fundamentals Training ▪ Business Analyst Boot Camp

SYSTEMS KNOWLEDGE/TECHNICAL ADDENDUM

Operating Systems: ▪ Windows 7/Vista/XP/2000/03 NT/Server/Advanced/PRO/Business ▪ MAC OSX
▪ Linux Red Hat/Suse/Ubuntu ▪ SCO UNIX, SUN Solaris ▪ AIX ▪ FreeBSD ▪ Novell ▪ MAC OS X Server

Applications: ▪ SAP ERP • PeopleSoft Vantive ▪ Salesforce ▪ Remedy Ticketing System ▪ NetCool ▪ Snort ▪ Microsoft SQL
▪ Cisco IOS ▪ Blackberry Enterprise Server ▪ Redback ATM/Frame Pinging Tool ▪ Backup Edge ▪ Lotus Notes ▪ Exchange

Additional Skills: ▪ Hibachi VPN ▪ WinProxy ▪ Active Directory ▪ Apache ▪ HTML ▪ ASP ▪ Adobe Photoshop ▪ Dreamweaver
▪ Deep Freeze ▪ Sales/Support Logix ▪ Citrix GoToAssist ▪ BP/ERWIN ▪ Quest Server Monitoring ▪ Oracle
▪ WebLogic Percussion Web Content Management ▪ Drupal