

JESSE KENDALL

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Dynamic Business Leader • Technology Manager • Innovative Change Agent

HIGHLY EFFECTIVE IT PROGRAM MANAGEMENT

Adept at managing all aspects of information technology, including ongoing business needs assessment, software development, and implementation. Record of identifying opportunities, analyzing operations, and developing winning solutions. Possess broad technical knowledge base, including expertise in development of Web-based applications. Resourceful problem solver. Perform well in dynamic and multi-faceted setting.

PROFESSIONAL EXPERIENCE

ABC AUTO INSURANCE. Miami, FL

Third-largest auto insurance company in United States

Head Program, Manager / IT Director, Policy Administration Systems (20xx - Present): As Program Manager, direct team of six project managers charged with delivery of enterprise-level projects. As IT Director, lead organization of 100 IT professionals and eight managers to deliver technology products and services. Oversee quality assurance and technical infrastructure teams. Develop testing strategy, including functional, non-functional, and automation testing.

- Supervised top IT consulting firm that supplied 40+ QA resources to test enterprise IT development projects.
- Planned and successfully executed \$150 million policy administration system enhancement projects.
- Designed plan and guided transition of quality assurance organization to centralized Testing Center of Excellence model, which increased versatility of resources and enabled staffing for 25% more software development projects.
- Integrated testing resources from ten systems, aligning testing processes with industry standards and retooling skill sets to meet industry skill model.
- Guided formation of project management and systems analysis and development of Centers of Excellence.

IT Program Manager (20xx - 20xx): Directed technical team of 52 LAN/WAN Engineers, PC Systems Designers, Telecommunications Engineers, and PC Technicians providing Distributed Services Support to First Union Securities valued at more than \$15 million. Managed the strategic client relationship for delivery, of equipment maintenance, planning, staging, and integration for over 400 retail offices and three HQ locations.

- Reduced average deployment times for fully configured PC workstations, from 15 to seven days, resulting in decreased production impacts and enhanced procedural control.
- Achieved more than a 95% service level success rate for break/fix issues.
- Completed all deployment projects on-time.
- Directed service outsourcing project that migrated delivery from First Union in-house resources to outsourcing. Retained 95% of staff and completed transition with minimal impact to user productivity.

EDUCATION

Bachelor of Science: Computer Information Systems, 20XX, XYZ University, Miami, FL

TECHNICAL EXPERTISE

Software Applications:

Microsoft Word, Excel, PowerPoint, and Access

Programming Languages:

Smalltalk, C++, Joomla, JavaScript, HTML, ASP, PHP, Visual Basics, and COBOL

Operating Systems:

Microsoft Windows XP/Vista and Mac OS X 10.5 Leopard