

JOHN Q. PUBLIC

1000 Main Street
New York, NY 10001

555-555-5555
jqpublic@yahoo.com

INFORMATION TECHNOLOGY

*Network / Data Security ▪ Risk Assessment ▪ Code Analysis ▪ Workflow Charts ▪ Conversion Procedures
Client Consultation ▪ Infrastructure Assessment ▪ Structured Analysis / Design ▪ System Requirements
Network Maintenance ▪ Strategic Planning ▪ Project Management ▪ Process and Procedure Improvement
Risk and Audit Process / Procedure*

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Detail-oriented and highly analytical IT professional with 10+ years of experience in the industry. Well versed in network and data security, service delivery, and change control. Solid reputation for diligence with regard to project accuracy and enhanced end user functionality. Exemplary verbal and written communicator who demonstrates professionalism and clearly conveys project parameters to clients and team members. Hold Six Sigma Greenbelt certification. Multilingual candidate fluent in English, Hindi, and Gujarati.

Programming Languages:	C, C++, Access 2000 / 2003, Visual Basic.
Operating Systems:	Windows (95, 98, 2000, ME, XP, NT), UNIX, Novel, DOS 6.2.
Networking:	DHCP, WINS, DNS, VPN.
Web Development:	HTML, DHTML, VB Script, Java Script, Web Server, Dreamweaver, Java, Photoshop
Certifications:	Currently pursuing certification in A+, Network+, MCSE, and CCNA.
Productivity Software:	MS Word, MS Excel, MS PowerPoint, MS Project, MS Visio, Lotus Notes, MS Outlook.
Other Technology Expertise:	Database Technologies, Mainframe, ATM, Nice and Witness call recording systems.

Expertise Includes:

- ❖ Installation, setup, and administration of servers and workstations on a LAN in Windows environments.
- ❖ Deployment of Remote Installation Services (RIS) for remote installation of operating systems.
- ❖ Configure / administration of DHCP, WINS and DNS services to implement a functional intranet.
- ❖ Drafting and documenting accreditation support, system security and contingency plans, security test and evaluation plans, and residual risk assessments.
- ❖ Implementation of network and data security for standard operating procedures.
- ❖ Integration and maintenance of e-business solutions, infrastructures, and advanced e-commerce applications.
- ❖ Implementation of group policies to manage users and computers.
- ❖ Recognition of clients' business needs and playing a lead role in advising clients regarding network and data security improvements, client retention, and relationship building.
- ❖ Analysis of tactical solutions and developing strategic solutions for merger and post-merger activities.
- ❖ Management Service Level Agreements to ensure the delivery of quality services.
- ❖ Engineering and administering change control processes.
- ❖ Strong combination of applications/equipment knowledge with proven leadership and motivational skills.

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PROFESSIONAL EXPERIENCE

WENTWORTH AND COMPANY – New York, NY

Wentworth and Company is a leading global financial services firm with assets of \$1.3 trillion and operations in more than 50 countries.

Retail Network and Data Security Manager

2002 – Present

Oversee the analysis of organizational data, security functions, production assurance, and change implementation control; supervise a team of 20 Technicians. Manage daily operations and perform crisis management related to network and data security production systems support. Conduct data security analyses, risk assessments, disaster recovery, and fault tolerance analyses for all platforms and systems. Architect and implement E-business infrastructure security systems; ensure security policy alignment with corporate / business objectives. Assess infrastructure for data security breach vulnerability. Plan, formulate and implement conversion procedures. Interface with business units to coordinate information protection. Develop, implement, and maintain secure data communication systems and networks for retail banking customer support.

- Hold final accountability for project results; create project summaries with costs / savings projections to senior management.

Client Support, Service Delivery and Change Control Manager

1998 – 2002

Defined and managed strategic, tactical, and operational IT plans in support of time sensitive client requirements. Oversaw daily operations, application enhancements, and project support. Supervise operations and manage crisis related to the client service delivery and 24 / 7 production systems support. Organized projects, prepared work plans, and released implementation schedules. Managed incidents, escalations, and issue resolution to meet turnover and service level commitments. Managed customer-facing interactions for client IT operational and project needs. Identified and drove process and productivity improvements in IT services. Worked with technical, compliance, validation, and quality groups to review validation documents relating to requested changes. Provided change control statistics management reports.

NEW YORK UNIVERSITY – New York, NY

Technology Manager

1995 – 1998

Maintain computer functionality; conducted Y2K compliance testing and upgraded systems / applications as needed. Installed the office network using an Ethernet hub. Created virtual private networks (VPN). Set up the backup server for shareware, encompassing all systems, applications and the latest hardware.

EDUCATION

Bachelor of Science in Business Administration ❖ Syracuse University ~ Syracuse, NY.

Bachelor of Science in Business / Marketing ❖ New York University ~ New York, NY

Associate in Liberal Arts and Science ❖ SUNY ~ Farmingdale, NY.

ORGANIZATIONS AND ASSOCIATIONS

- Alumni member of Alpha Psi Gamma, Professional Business Fraternity
- Alumni member of Theta Phi Theta, National Service Fraternity (Held office of President)
- Member of Toastmasters International at Wentworth and Company (W & C Corporate Communicators)

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