

# Don B.

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## Professional Profile IT Management

**Creating organizational value and improved competitive strength through proven skills in:**  
**IT strategic planning & vision ■ Infrastructure & application development**  
**Process & system innovation ■ Team leadership & growth**

**An accomplished, multi-faceted IT professional with more than 10 years of successful management and project lead experience.** Skilled in all phases of project management including concept development, planning and implementation, and monitoring and improvement. Proficient in defining roadmaps, leveraging resources and collaborating with cross-functional staff in delivering large-scale IT projects on time and under budget. Recognized for ability to recruit and build top-performing teams.

**Additional skills:** IT Network Development ■ Needs Assessment ■ Systems Analysis ■ Solutions Architecture ■ Enterprise Systems ■ Business Improvement Governance ■ Project Management Deployment & Migrations ■ Process Improvement ■ Budget Planning ■ Team Leadership

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## Professional Experience

**ABC Company**, St. Cloud, MN

1994–Present

### **IT Manager** (2012–Present)

Maintain a dual focus as application/service owner for the company's primary ordering application built on IBM's Portal and WebSphere environments and for its integrations application developed on IBM's BPM environment. Also serve as technology owner for all IBM technology within the company including IBM's WebSphere and Sterling B2B services, as well as on the company's software governance committee. Lead a team of 24 internal and external staff members consisting of IT business analysts, software engineers and application/system administrators.

- **Budget management:** Manage budgets that include an annual team capital labor budget of \$500K+, an expense budget of \$2M+ and a software maintenance budget of \$500K+.
- **Process improvement:** Led an organization-wide committee charged with creating and implementing an application business improvement governance and prioritization process; outcomes included a recently launched plan to reduce a backlog of 400+ application enhancements to a manageable run rate within 12 months.
- **Performance optimization:** Within first 3 months of taking over the company's primary order application team, implemented a stabilization effort and reduced application downtime and related customer impacts from an average of 3 incidents per month to an average of less than 2 per year.
- **Lean implementation:** Established "Lean IT" within both the infrastructure and application development teams; actions included prioritizing challenges and creating continuous improvement plans with metrics for tracking progress.
- **Vendor leadership:** Serve as IT vendor manager for multiple business partners including IBM, Miracle Systems, Great Blue Solutions, Perficient, Sirius, Splunk and Global Technology Sourcing. Efforts include overseeing annual vendor scorecard reviews and working with partners to continuously improve their scores each year.

## Professional Experience

### ABC Company, Continued

- **Staff development:** Invited to serve on the IT Senior Leadership Committee to assess IT leader “Lean IT” competencies; collaborated with committee members in creating and implementing training tools to assist IT staff on how to coach others on these competencies.
- **Project management:** Created a phased approach for performance management of the IBM Portal and BPM environments. Oversaw improvements to areas including coding quality, application development, web browser compatibility, capability planning and Splunk application monitoring implementation.
- **Multi-site leadership:** Led a \$5M integration technology management program that involved internal, external on-site and external off-shore resources and that resulted in moving and enhancing 200+ integrations from a legacy WBI application to an IBM BPM environment.
- **Capabilities planning:** Managed the creation of 1-5 year road maps for the IBM Portal and BPM environments; maps indicate current and future state of technical “health” with estimated timing of upgrades, fix-packs, hardware refreshes and capacity planning.
- **Organizational development:** Created and implemented a plan to develop an IT Business Analyst Competency Center within the company’s IT Department Center; new function consists of various IT BA levels (Jr.-Sr.) focused on front office application projects and business improvements as well as on leveraging best practice IIBA solutions.
- **Business capability optimization:** Initiated, developed and launched a \$350K project to implement a new environment for primary ordering applications on an IBM Portal across two data centers.

### Sr. Network Engineer/Project Leader/Team Leader (2001–2012)

Took on increased responsibility that saw role as a Sr. Network Engineer evolve into a Team Leader role for network/telecommunication projects, which later evolved into a Project Leader role for infrastructure projects; both roles included leading continuous improvement initiatives.

- **Infrastructure projects:** Led infrastructure projects as Project Leader that included two sales PC refresh projects (involving 500 PCs each) and a new mobile device program that used a secure mobile platform from Good Technology to bundle together corporate and personal email, calendars and contacts (while keeping corporate data secure and separate from personal) for more than 2,000 company employees. As a result, employees were able to use a single mobile device (instead of two) and the company saved more than \$850K annually in mobile device costs.
- **Network projects:** Led network projects as Project Leader that included a corporate cellular wireless conversion to one carrier (for 1500+ accounts), an ATT WAN conversion frame relay to EVPN (50+ locations), a Sprint to ATT WAN frame relay conversion (57 locations), and a logistics WAN rollout.
- **Network/telecommunication projects:** Designed and implemented enterprise network solutions. Managed vendors that included large corporate customers such as ATT, Vanguard and Verizon Wireless. Secured cost savings through vendor negotiations and services consolidation.

### Network Technician (1994–2001)

After joining the company as a junior-level Network Technician with a focus on WAN assignments, was promoted two years later to Network Technician and took on WAN assignments of increasing complexity. Was promoted to Sr. Network Engineer in 2001.

## Professional Experience, Continued

**DEF Company**, St. Paul, MN

1999–2001

**Network Engineer Consultant**

Design and implemented WAN/LAN solutions for small to medium-size companies for this independently owned and operated IT consultancy.

**GHI Company**, St. Paul, MN

March–July 1994

**Internship**

Served in a PC technician role providing network support for this financial services company.

**JKL Company**, St. Paul, MN

1991–1994

**Supervisor**

Oversaw operational areas including warehousing, retail store fixture repair, material handling and product assembly.

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## Education & Training

University of Wisconsin-Stout, Menomonie, WI

**Bachelor of Science**

Honors: Member, Sigma Beta Delta

KRS Business School, St. Louis Park, MN

**Microsoft NT Diploma/Certification**

Wisconsin Indianhead Technical College, New Richmond, WI

**Associate Degree – Electronics & Computer Science**

**Training:** Project Management PMBOK Training, Company ABC Training Center ▪ Extreme Configuration Fundamentals, Extreme Networks Facility ▪ Microsoft Project, Company ABC Training Center ▪ ITIL Service Management Essentials, New Horizons CLC

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## Certifications

Certified Extreme Networks Associate ▪ ITIL Service Management Certified ▪ Microsoft Certified Professional + Internet ▪ Microsoft Certified Systems Engineer ▪ Certified Nortel Networks Router Specialist ▪ Certified Shiva Remote Access Specialist

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## Technical Skills

Extreme Networks ▪ ITIL ▪ HP OpenView ▪ Captrend ▪ EtherReal ▪ SNIFFER (Network Associates) Network Instruments Observer ▪ Extreme Epicenter ▪ Nortel Site Manager ▪ Verizon Wireless IBAS (reporting tools) ▪ AT&T Business Direct