

Billy Lambert

IT DIRECTOR

CONTACT DETAILS

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SUMMARY

Over 7 years of experience in IT leadership roles. I'm skilled at understanding complex systems and optimizing them. Competent on Data Modeling, ETL process and Database optimization. Experienced in business requirements management, transforming them into solutions based on information technology. Skilled in leading IT and cross-functional teams.

SKILLS

- Certified Novell Administrator (CNA)
- Expert technical writer, IBM Blade Centers, HP Blades.
- Microsoft Office 365, Lotus Notes, Exchange Mail.
- AirWatch, Nuance Power PDF, Adobe, IpSwitch WhatsUp Gold.
- All versions of Microsoft Windows Server\Workstation (NT, XP, Vista, Win7, Win8, Win10, 2008, 2012).
- Document position knowledge.
- Application Support and Administration.
- Customer and user relations.
- IT Policy and DRP.
- Virtualization and cloud technologies.

EDUCATION

Bachelor's in Information

Technology/Computer Science

Bellevue University Nebraska, Bellevue, NE

PROFESSIONAL EXPERIENCE

IT DIRECTOR

TUV RHEINLAND GROUP, OMAHA, NE |FAB. 2017 - PRESENT

- Reorganization of IT departments, including purchasing, financial- and HR-processes, improving communication and information exchange with IT departments.
- Enterprise-wide contract negotiation/management, optimization and implementation, based on customer requirements, RFP, SOW, ROI and market analysis.
- Audited service desk operations and implemented best practices to move the team from letting 51% of customer phone calls go unanswered to answering 99.5% of all customer calls.
- Mentoring of IT employees, including problem-solving, listening, integration and guidance on business requirements and communications based on Myers-Briggs.
- Implemented backup, firewall, anti-malware and centralized identity and access management tools to protect client data.
- Created an IT roadmap for the company to follow. Includes support for company strategic objectives, staffing and budget.

IT DIRECTOR

INSPECTIONS AGENCY INC, OMAHA, NE | APR. 2013 – APR. 2017

- Directly supervised a diverse group of IT Specialists.
- Assisted the Human Resource department with entire hiring process for new IT Specialists.
- Directed IT project management, department administration, hardware and software implementation, and user support.
- Created policies and procedures to reduce system downtime, improved turnaround time to increase overall system productivity.
- Reduced project cost by eliminating Over Time hours by implementing staggered work. schedules, as well as instituting on-call rotations for IT staff to cover weekends and after hours.
- Actively participated in daily IT support; drove IT department to be responsive to user needs and implemented a trouble ticket system to strive for quicker response times and solutions.

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