

ILAN JEFFREYS

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SERVICES MANAGER | PROCESS ANALYST | ENTERPRISE ARCHITECT

International IT Management ■ Strategic Planning ■ Team Leadership ■ Change Management

Implementing Global Business Technology Solutions that deliver quantifiable results.

Business-focused executive leader and collaborator with proven talent for leveraging ITIL best practices and enterprise management standards for holistic and comprehensive integrated lifecycle that enables both business and technology strategies to drive each other for competitive advantage. Provide decisive guidance and mentoring for cross-functional global teams, ensuring sustainable development and deployment of policies, standards, and guidelines to align IT solutions with mission-critical business processes. Recognized as visionary, strategist, and seasoned technology professional who takes ownership of projects, services, and enterprises.

BENCHMARKS AND MILESTONES

Corporation

- Realized world's largest, high-visibility, single-instance implementation of SAP IS-U/CCS for Eletropaulo (ELPA) Customer Care System servicing 5.5M end-users after more than three years of intense teamwork and global collaboration. Efforts positioned ELPA as the best distribution company in Brazil.
 - Saved \$4.5M in costs by using mainstream commodity hardware x89_64 and Linux, deploying systems at 1/10 the cost of traditional UNIX solutions for design and implementation architecture.
 - Significantly improved deployment and support solutions by combining architecture, engineering, and operations functions into single group, enabling world-class support with minimal resources.
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PROFESSIONAL HISTORY

Enterprise Architect and Global Change Manager, Director of Service Delivery and Assurance

Corporation, City, State, 2001–present

Deliver architecture to support efficient and secure IT environment for optimal business integrity for \$16B corporate portfolio of sustainable energy generation/distribution. Direct all ITIL/ITSM procedures for IT services, controls, and policies for global sites in 29 countries on five continents. Manage two Global Data Centers in US and UK. Communicate regularly with key stake holders, sponsors, business clients, executives, and technical resources to ensure proper technologies implementation and fulfillment of organizational/business objectives.

- **Executed first global messaging and directory platform** in successful design, implementation, and migration to Microsoft Exchange 2007 and Windows Active Directory covering 20,000+ mailboxes.
- **Fulfilled corporate aspirations for global SAP to RAC migration**, directing design and delivery of scalable, cost-effective technology within a complete environment, supporting 7.2M customers (Oracle RAC, HP Blade Servers, EVA8000). Successfully completed 11 out of 29 countries to date.
- **Designed and implemented disaster recovery system to support business continuity plan** using Oracle Data Guard to replicate production data in US and UK.
- **Implemented original, single-system Global ITSM solution** (HP OpenView Suite) based on IT general controls and policies, employing global change, incident, and service request management.
- **Successfully set up Global Support Model** for critical SAP and Messaging business applications.
- **Led initiatives that successfully completed several key operational tasks**, including upgrading to EVA8000 and updating all SAP servers to Linux Red Hat 4 in UK, deploying Exchange 2003 cluster and Blackberry Enterprise Server 4.1 in UK and US.
- **Currently serve as Technology Lead for outsourcing initiatives**, managing 25,000 Messaging and 2,000 Blackberry accounts and Enterprise Server Hosting with 700 servers and 60 applications.

Director and Senior Manager of Technical Operations

Communications, City, State, 2000

Oversaw all systems (20 Solaris, 42 NT servers) in corporate data center and 16 remote sites, providing network access (LAN/WAN), backup/recovery, and hands-on technical support for development, systems architecture, and integration activities for Operation Support Services Group. Managed senior administrators and support staff.

- **Developed script that captured \$40,000/month previously lost revenue** by retrieving local and long distance call records from nation-wide network of Nortel DMS500 switches that were not traced by COTS.

Senior Programmer Analyst and Manager of Systems Management for Technical Operations Division

Bureau, City, State, 1995–2000

Managed large portion of multimillion-dollar technical operations budget. Oversaw Sun, IBM, and HP servers and workstations. Implemented Enterprise backup/recovery system support, BNA publishing and source material systems, and external/Intranet Web servers. Governed installation/maintenance of various applications, including Novell, Windows NT, Solaris, AIX, HP-UX, Oracle, and Lotus Notes/Domino. Supported all development and testing efforts, ensuring smooth transition to production. Managed 14 systems and database administrators.

Oracle Database Administrator, Systems Programmer Analyst and Traveling Consultant

Systems and Computer Technology, University, City, State, 1993–1995

Provided technical support as applications/systems programmer utilizing shell scripts, SQL*PLUS, and SQL*PT. Installed and maintained ORACLE RDBMS on IBM RS/6000. Authored disaster recovery documents.

Programmer / Analyst On Site Development Program Management Trainee

Systems and Computer Technology, University, City, State, 1992–1993

Assisted in migrating from mainframe to Unix. Designed and implemented Request tracking system in ORACLE. One of the original programmers on the Capital area information network (CapAccess) project.

PREVIOUS PROFESSIONAL EXPERIENCE with the University of XX as **Contract Research Assistant**—designed and coded software for the Poverty and Income of Appalachia Study; as **Contract Programmer / Analyst**—designed and implemented a campus-wide information system; and as **System Manager**—administered a VAX 6320 server and managed three staff members with four labs.

EDUCATION AND PROFESSIONAL DEVELOPMENT**Bachelor of Science in Computer Science**, University of XX, State

CIGNA Scholar, University Band Scholar, Kappa Sigma Fraternity

SAP TechEd Conferences, Microsoft Exchange Conference, Legato networker for UNIX, IBM AIX Advanced Administration, Oracle Toolkit, Rational Summit / Configuration Management, Informix, Scope Management and Project Management Review, Systems Development Life Cycle Models, Software Requirements Engineering, Cost Management, Human Resources Management, Software Process Improvement, Procurement Management

TECHNICAL EXPERTISE

Hardware/ Systems: SUN Microsystems, IBM, Hewlett Packard (HP) and Sequent, Compaq (DEC) workstations and servers, x86, Apple desktops, Solaris, Linux, MS Windows, AIX Unix, HP-UX, SUN-OS, Mac OS X.

Languages: UNIX Shells, C/C++, Pascal, Perl.

Packages: Oracle RDBMS and tools, Legato networker, Netscape Enterprise Server, NIS+, SQR, Informix, Active Directory Exchange, MySQL, HP Bladesystems, Cisco MDS, Cisco PIX.