

**MARY JONES**  
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A versatile information systems professional who has managed hardware and software selection, installation, and maintenance for user communities of up to 7,500 in the defense, services, construction and microelectronics industries. Created, staffed and managed the day-to-day operations of help desks that supported large public companies with nationwide coverage.

Expertise includes outstanding skills in project management, communications, negotiations, team building, selection of technical staff, vendor relations, and maintenance of complex local area and wide area networks.

## **EXPERIENCE**

**XYZ Services**, Los Angeles, California

2007-Present

### **Support Center Manager**

Managed the help desk and desktop support function for a user community of 7,500 for a \$650 million business unit of a \$12 billion managed services company with more than 165 locations in 39 states. Managed 23 help desk and desktop support analysts.

- Wrote service level agreements, IT policies and procedures, and job descriptions. Conducted user satisfaction surveys with an average performance rating of 97% and negotiated vendor contracts.
- Reduced the average response time for help desk inquiries by 89%.
- Managed a project that replaced 700 laptop PCs in the field with less than ten hours of downtime per unit for each user, including data transfer. Received a stock option bonus from the CIO upon project completion.
- Reduced labor costs by 15% through the use of an outside support service dealing with specific software applications.
- Initiated and implemented the online consolidation of internal and vendor software and hardware documentation as well as training manuals.
- Created a system of performance metrics that measured calls and issues resolved for 4,000 users which grew to 7,000 over three years. This analysis brought out recurring problems, which were addressed separately.
- Added a monitor at the help desk that permitted everyone to see the number of incoming calls, wait times, distribution of calls and analyst's availability. There were more than 1,700 calls per week.
- Managed the integration of a computer asset tracking system into the call system to identify hardware and software specifications for faster problem resolution.
- Provided support to 4,000 delivery drivers who carried portable hand-held computers for delivery and signed receipts for supplies that were posted into the company's accounting system daily.

**Smith Technologies, Inc.**, Santa Monica, California

2004-2007

### **Desktop Support Manager**

Managed the desktop and telecommunications systems for 2,500 users of the Microelectronics Division with a staff of nine. Reviewed and approved all PC hardware, software, printers, copiers and telephones for the entire division in five locations.

- Planned and managed a project that replaced Lotus Notes e-mail with MS Outlook, including the installation of client software on all corporate PCs and the distribution of training documentation.

**MARY JONES**

**Smith Technologies, Inc., Continued**

- Selected vendors and negotiated contracts for the replacement of outdated printers and copy machines.
- Moved more than 600 PCs and peripherals from multiple buildings to a centralized office building with less than five hours downtime to end-users.
- Developed, published and maintained company standards for PC hardware and software that met end-user needs, reduced costs and simplified purchasing.

**South Bay Construction, Inc., Torrance, California**

2001-2004

**Technical Services Manager**

Managed a staff of 15 local and wide area network specialists, PC analysts and data communications specialists for a construction materials company with 6,000 employees. Supported the corporate office, five regional offices and 93 remote locations.

- Planned and managed the implementation of MS Outlook as the corporate e-mail system for more than 1,800 work stations.
- Conceived and implemented a virtual private network (VPN) for all company locations, which reduced monthly long distance calls by more than \$6,800 and improved the speed of communications throughout the company.
- Achieved 20%-30% cost savings on personal computer and server purchases by negotiating directly with manufacturers.
- Standardized end-user office software on MS Office products and LAN server operating systems on Windows NT, simplifying support and file sharing throughout the company.
- Implemented a centralized call tracking system to log and track all incoming help desk user calls.

**Wilson Insurance Group, Sherman Oaks, California**

1999-2004

**Distributed Systems Manager (2001-2004)**

Managed a staff of 20 PC and LAN programmers and analysts supporting all PCs and LAN systems for the corporate office, six regional offices and 37 legal offices for a general services insurance company with more than \$2.1 billion sales.

- Planned and implemented a LAN installation covering 37 legal offices throughout the USA that provided file sharing, print sharing, e-mail and calendaring.
- Planned and directed the installation of four local area networks in the corporate office serving 300 employees in the accounting, actuarial and professional liability departments.

**Work Station & LAN Engineering Manager (1999-2001)**

Managed 12 PC and LAN specialists providing the design, installation and support of a 700-user LAN that met the needs of a new application development department.

- Planned and directed the implementation of ccMail, an e-mail application, on multiple company local area networks.
- Established a help desk and support team for the PC and LAN hardware with service level protocols for end-users.

**MARY JONES**

**Page Three**

**XYZ Systems Company**, Gardena, California

1990-1999

**Information Systems Supervisor** (1995-1999)

**Information Center Supervisor** (1990-1995)

Initially worked as an analyst in the Information Center and was promoted to supervisor over 15 analysts supporting end-user hardware and software on both personal and mini computers. As information systems supervisor, directed 23 programmers and analysts maintaining and enhancing the corporate financial and human resources systems.

- Developed and introduced software training classes in e-mail, spreadsheets, word processing and PC operating systems.
- Tested and certified end-user applications for a user community of 2,800 corporate staff.
- Developed standards for purchasing hardware and software applications.
- Collaborated with the Application Development and the Database Administration Departments for the introduction and utilization of new applications.
- Maintained and enhanced payroll, accounts receivable and payable, pricing, and personnel tracking applications.
- Worked closely with outside consultants in enhancing programs and selecting hardware and software.

#### **EDUCATION**

**University of Southern California**, Los Angeles, California

**Bachelor of Science, Business Administration**

**Los Angeles City College**, Los Angeles, California

**Associate of Arts, Business Administration**

**Other Courses:** Diversity, Time Management, Team Building, Leadership, Problem Resolution, Customer Relations, LAN-WAN Management and Microsoft Applications

#### **AFFILIATIONS**

Women in Technology International (WITI)  
Help Desk Institute