

JACK JEFFERSON
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An accomplished information systems professional with more than 20 years' experience in developing solutions to complex business problems for IBM clients and leaders in the healthcare, automotive, distribution, manufacturing and service industries.

Exceptional skills in synthesizing MIS problems to workable components and leading technical teams to practical and rapid solutions. Outstanding interpersonal relations at all levels in an organization.

EXPERIENCE

University of Irvine Hospital, Irvine, California

1998-2007

Director of Facilities Planning and Systems Audit (2000-2007)

Coordinated the construction of a new data center for an 800-bed hospital. Provided technical support for the design and layout of a 16,000 square foot data center. Defined and established procedures for change control and management for all information systems processes.

- Assisted the hospital's plant operations and the contractor with ongoing technical details, resulting in the data center's completion on time and under budget.
- Conducted reviews of four major local area networks that had been installed without information systems services support. Recommended and implemented improvements regarding security and backup/recovery procedures that enhanced the reliability and integrity of the networks.
- Managed the implementation of CA-JARS, a job accounting software package.
- Analyzed paper usage for hospital reporting and subsequently reduced costs by 30% yearly.
- Performed a number of hardware studies to determine future requirements for data center equipment needs.

Director of Computer Services (1998-2000)

Directed data center operations and systems programming.

- Upgraded the operating system to the latest versions, resulting in a 15% increase in productivity.
- Reorganized operations schedules and procedures with the data center manager, providing a marked increase in system availability.
- Planned and implemented hardware upgrades to both CPU and disk drives, adding another 10% availability while increasing reliability.

IBM, Los Angeles, California

1993-1998

Senior Project Manager, Professional Services (1995-1998)

Managed a group of systems engineers performing consulting and contract programming for a wide variety of firms including First National Medical Center, Tustin Rehabilitation Center, Master Electronics, Santa Anita Race Track and Toyota Motor Sales. Generated \$1 million in billings per year.

- Took charge of a hospital software modification project that was over budget and late. Directed the contract team's redefinition of specifications and completed the project to the client's satisfaction.
- Oversaw the installation of a patient accounting package that was completed on time and within budget that saved the company \$250,000 per year by pulling accounting operations in house.

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IBM, Continued

- Managed a contract to assist with implementing advance function printing. The new software saved 15% over former billing printing costs.

Systems Engineer, Professional Services (1993-1995)

Led a team of estimators that succeeded in landing a major contract with Toyota Motor Sales. Participated on a 22-person technical team that designed, programmed and implemented an automotive parts system covering all aspects of inventory control. This \$4 million project was completed within budget and on time.

TAX, Inc., Long Beach, California

1985-1993

Assistant Manager of Data Processing (1989-1993)

Managed a programming group that designed support software for five remote processing centers and the design, implementation and testing of an online system for direct entry of tax data by preparers. Assured that all systems were operating at 100% during peak tax season periods. More than 70,000 returns were processed per year.

- Designed and implemented a system that eliminated the need for punched cards, saving in excess of \$100,000 per year and protecting data that was formerly lost due to card handling.

Supervisor of Operations (1985-1989)

Managed production control for tax programming processing for an offsite Univac 1108 computer. Performed debugging operations for all seven regional centers on a 24-hour basis. Negotiated contracts for computer time at remote processing centers.

- Converted the manual transport of tapes to electronic transfer, reducing turnaround times on computer operations by 60%.

PRIOR EXPERIENCE

Carried out design and development programs as a member of the technical staff for a major supersonic aircraft manufacturer. As manager of quality control, turned around a faltering manufacturing business that was producing government electronics products.

EDUCATION

California State University, Dominguez Hills, Dominguez Hills, California

**Master of Business Administration
Bachelor of Science, Engineering**