

## EXECUTIVE SUMMARY

An **information technology leader** with 19 years of IT experience in the technology, banking, and retail sectors. A natural leader with experience in cross-cultural IT operations, project planning, solutions design, team design, and training. A US Green Card holder looking for a senior role in information technology.

## FUNCTIONAL EXPERTISE

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- **Designing IT Ops, Networking, and Data Solutions**
- **Engaging Users, Team Members, and Leaders**
- **Leading Cross-functional Build Teams**
- **Leading Strategic IT Projects**
- **Project Scoping, Budgeting, and Goal-setting**
- **Building Relationships with Strategic Accounts**

## FUNCTIONAL EXPERTISE DEMONSTRATED

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### EAZL FOOD SERVICES

2014 – Present

*One of Western Europe's largest providers of IT solutions, machinery, products, logistics, and support to supermarkets, food manufacturers, restaurants, and food wholesalers with ~45 full-time staff.*

#### **Retail Solutions Engineer**

Leads IT account management function for Eazl's hardware, software, network, and operating system clients.

- **Designing IT Ops, Networking, and Data Solutions:** Leads the design of end-to-end IT operation solutions for a variety of organizations in the food and retail sectors. E.g. successfully designed and installed hardware/software solutions for four large Western European supermarkets.
- **Building Relationships with Strategic Accounts:** Collaborates with client-side business leaders to scope IT process reviews, allocate resources, and oversees service transitions e.g. analyzing service data, interviewing users, and recommending solutions that support clients' strategic objectives.

### EAZL COMPUTER SOLUTIONS

2012 – 2014

*One of Western Europe's top 10 providers of consumer and small business IT solutions.*

#### **Solutions Architect**

Designed IT solutions and led buildouts for customer-facing IT assets, machinery control software, IT operations (e.g. network and A/V buildouts), and hardware acquisition projects.

- **Leading Strategic IT Projects:** Led strategic IT buildouts in a variety of industries as the single POC for clients. E.g. designed, resourced, and integrated the software for a computer-controlled oil pipe welding machine acquired from Eazl Machinery Corporation in 2013.
- **Engaging Users, Team Members, and Leaders:** Provided direct support for ~15 clients / mo., designing solutions for and supporting a wide variety of clients including SMEs, IT professionals, and end users.

### EAZLBANK

2003 – 2012

*One of Germany's largest financial services groups (NYSE: EAZL) with 900+ retail banking branches, ~14,000 employees, an investment banking services group, and annual revenues of ~\$2.7 billion USD.*

#### **IT Project Manager (2006 – 2012)**

Led IT projects with budgets ranging from \$3.5m to ~\$10,000 USD that included software development and integration, hardware upgrade, data conversion, IT architecture/security, and ongoing support deliverables.

- **Designing IT Ops, Networking, and Data Solutions:** Consistently designed, resourced, and built out IT operations solutions. E.g. led two international retail branch infrastructure buildouts in 2011, acting as the single POC / UX consultant responsible for streamlining 20 IT business outcomes.
- **Leading Strategic IT Projects:** Regularly led sensitive IT projects at the request of the EazlBank corporate IT team. E.g. coordinated two anti-money laundering IT projects involving three European and domestic subsidiaries and three EazlBank vendors in 2009, reporting to all project sponsors directly.
- **Leading Cross-functional Build Teams:** Built 60+ IT operations project teams over the course of 6 years, coordinating sprints (when necessary) to meet project deadlines, working to foster a spirit of intra-team collaboration, and mentoring junior team members.
- **Project Scoping, Budgeting, and Goal-setting:** Regularly scoped, resourced, and set goals for IT operations projects. E.g. defined outsource requirements, 3<sup>rd</sup> party software requirements, identified in-house team member needs, and identified equipment needed to meet project objectives.

### **Sr. Business Analyst (2003 – 2006)**

Designed, planned, built out, and providing ongoing support for a variety of strategic projects related to retail banking, enterprise banking, and SME banking and led training for a variety of IT-related internal functions.

- **Engaging Users, Team Members, and Leaders:** Regularly worked cross-functionally to align the needs of users, IT staff, and business leaders. E.g. led the design of a new in-house CRM solution through the management of a business team and four IT teams map requirements and user needs.

## **EDUCATION**

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**Bachelor of Science (Electrical Engineering).** [Eazl Technical University](#) (San Francisco, CA)

*Post-graduate IT Certifications:*

- **Diploma of Project Management.** [Eazl Training America](#) (San Francisco, CA)
- **Diploma of Project Management (Specialization: Mentorship and Training).** [Eazl East Technical University](#) (London, UK)

## **OTHER RELEVANT INFORMATION**

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**IT Operations Specializations:** Project Management (Expert), Agile Process Management (Expert)

**Additional Languages:** German (Bilingual Proficiency)

**Additional International Work Experience:** Australia, Turkey, and Indonesia.