



IT Operations Lead w/ Expertise in Engagement & Service Delivery Leadership ▶ Telecommunications

▶ **TECHNICAL LEAD** — with expertise in project and service delivery, developing effective remediation plans, testing solutions, and resolving complex service gaps. Accelerates quality standards and operational efficiencies, innovation, teamwork, and communication to meet client needs within timing and budget in telecommunications and marketing consultancy firms.

▶ **KEY LIAISON AND STRATEGIC PLANNER** — manages technical design, development, and integration of corporate-wide systems. Drives continuous growth opportunities to improve processes and system performance. Champions diverse teams to 14, overseeing a multimillion-dollar budget and critical projects.

▶ **BUILDS ALLIANCES** — with service partners, engagement managers, development teams, internal departments, and vendors. Aligns business and IT strategies via business and requirements analysis.

- ▶ CUT SIGNIFICANT COSTS, EXPANSION PROJECTS
- ▶ INCREASED SERVICE LEVELS ~30%
- ▶ DOUBLED EFFICIENCIES
- ▶ IMPROVED VENDOR MANAGEMENT 40%
- ▶ ACCELERATED CUSTOMER SATISFACTION 45%
- ▶ MAINTAINED HIGH UPTIME LEVELS
- ▶ REDUCED INCIDENTS 35% & CUT DOWNTIME 50%

TRANSLATING COMPLEX MATTERS INTO UNDERSTANDABLE, FORWARD-THINKING SOLUTIONS FOR TEAMS AND STAKEHOLDERS

IT Operations / Service Delivery	Engagement Leadership	Strategic Project Management
<ul style="list-style-type: none"> • Transformational Technical Leadership • Business Development Consulting • Relationship Building / Communications • Vendor Management / Team Building • Compliance, QA & Risk Management • IT Migrations / Disaster Recovery • Performance & Process Improvements 	<ul style="list-style-type: none"> • Strategic Business Plans / Roadmaps • Workflow & Gap Research / Analysis • End-to-End IT Solutions Engineering • Technical System Design & Innovations • Problem Solving / RCA, RFC, SLA, MOP • Stakeholder Negotiations / Decision-Making • Technology Solution Documentation 	<ul style="list-style-type: none"> • Business Systems Analysis via Metrics • IT Validation Testing / Assessments • Strategic Partnerships / Alliances • Customer Requests / Service Excellence • Project Planning & Execution / Budgets • Engaging Presentation Delivery • Waterfall (SDLC), Agile, ITIL

PROFESSIONAL EXPERIENCE & IMPACT

SHAW COMMUNICATIONS, Toronto, ON

2013 – Present

A \$14B+ telecommunications and media company with significant telecommunications and mass media assets, staffing 30K.

TECHNICAL LEAD | 3 Onsite | 10 Offshore | Multimillion-Dollar OPEX Budget (2017–Present)

Promoted to lead full service and project delivery and application support for Shaw, Fido, Chatr, and prepaid brands while liaising with Technology Solution Delivery Groups, including Network and Infrastructure Teams. Drive continuous process improvements, resolving complex ticket issues and managing vendor relations and ongoing application support via third-party contracts. Oversee technical design, development, and integration of multiple corporate-wide systems. Assess service changes and present to committee.

Led 6-month Modernization Project. Improved critical system stability, offering high service-level availability.

- **PROCESS & SERVICE DELIVERY IMPROVEMENTS:** Optimized service level KPIs ~30% and increased operational efficiencies 55% while complying with SLAs.
- **VENDOR MANAGEMENT:** Improved Vendor Management Process 40% with shared services providers. Fuelled quicker response times through coaching and addressing vendor changes in alignment with updated SOW agreement.
- **CUSTOMER SERVICE EXCELLENCE:** Maintained high service level availability. Grew customer base — increased customer satisfaction 45%. Rectified gaps and optimized workflows.
- **PROJECT MANAGEMENT/ENGAGEMENT:** Created test scenarios, built and migrated plans, and seamlessly resolved defects/issues.

- **MODERNIZATION PROJECT:** Saved significant costs. Engaged with Solution Architect Team to transition web portal servers internally, formerly managed by third-party vendor.
- **TARIFF UPDATE PROJECT:** Drove valid and consistent scripts that enabled functionality within minutes vs. hours.
- **DATA REDUNDANCY PROJECT:** Offset server downtime, increasing flexibility through ongoing data redundancy testing.
- **NATIONAL ZONE EXPANSION PROJECT:** Expanded cell towers and Chatr zones and fostered a solid customer base.

“Sadie was a key member of a number of business driven projects designed to grow and stabilize the customer base.”

— T. Williams, Manager, SHAW

SENIOR PRODUCTION SUPPORT ANALYST | 4 Onsite | 10 Offshore (2013–2017)

Hired to manage project and service delivery while evaluating procedures/processes to improve efficiencies. Managed outsourced vendor relationship for third-party application development, integration, and support. Monitored applications/systems; resolved escalations. Provided consultation to business users with applications. Produced technical documents for new/existing applications.

Created excellent processes with teams that boosted communication and reduced downtime.

- **PROCESS IMPROVEMENTS: Reduced incidents 35% and improved customer experience and reporting** by enhancing application support area. Met changing user requirements.
- **STRATEGIC PROJECT LEADERSHIP: As trusted liaison and facilitator between all business units, supported and rectified incidents and project issues** via root cause analysis.
 - **Optimized functionality** by engaging team to deploy solutions. Reported outages for prepaid applications to IC. Created RCA with vendor/internally.
 - **Cut downtime 50%** by reviewing network and vendor changes. Created test scenarios for validation upon change deployment in production.

“Sadie has built strong alliances with the Engagement and Development Team to drive goal alignment in all initiatives.”

– M. Simms, Manager, SHAW

A-1 TELECOMMUNICATIONS, Etobicoke, ON

2011 – 2013

One of leading multinational telecommunications providers that create game-changing, scalable technology and services.

SOLUTION INTEGRATION ENGINEER | 4–5 Indirect Project Reports

Appointed to execute solution integration engineering and offer technical support to new/existing customer networks while managing and executing several concurrent projects for the customer. Conducted QA internal acceptance and user acceptance testing for 25M+ subscribers. Configured and tested new services, pricing plans, and promotions requested by customer’s marketing team. Addressed hands-on configuration changes for project deployment.

As key liaison, met quality assurance, business configuration, and customer targets. Reached all project goals.

- **TECHNOLOGY NETWORK OPTIMIZATION: Optimized customer networks** through planning, testing, and resolving problems.
- **PROJECT MANAGEMENT: Spearheaded business configuration and testing for Data Charging Project and honed Charging System expertise of customer ratings.** Incorporated new features such as PAM, offer management, and offer-driven rating.
 - Troubleshooted to deploy business configuration requirements for designed solution on Charging System nodes: MINSAT, Customer Care, Service Data Point, Account Information and Refill.

STRATEGIC CONSULTANCY MANAGEMENT, Mississauga, ON

2009

Consultancy firm formerly providing banking, financial, and investment services focused on meeting customer intelligence and needs.

BUSINESS DEVELOPMENT CONSULTANT

Contracted to research, design, and lead client projects focused on driving operational team solutions and change management as well as high service quality, process improvements, and performance measurement for consulting/training firm.

- **STRATEGIC BUSINESS PLANNING: Delivered solid budgeting analysis results to management** via creating cost-efficient business plan.
- **TECHNOLOGY SOLUTIONS: Researched, selected, and implemented high-quality POS while considering cost, functionality, and requirements.** Facilitated training and documentation to efficiently run POS while interfacing with clients and project teams.

INNOVATIONS CENTRAL, Georgetown, ON

2008 – 2009

Large market research and marketing consulting company developing new products and promotional campaigns.

BUSINESS SYSTEM ANALYST & IT DEVELOPER

Appointed to provide quality solutions to complex business problems within scope, budget, and rigorous schedules. Gathered system requirements and documentation from management. Maintained MS SQL database updates, scripts, and table designs.

- **INNOVATION: Enhanced performance 25% by supportively training users on intranet.** Developed intranet and design for interface up to and including ALL phases of development methodology: planning, coding, testing, and maintenance.

Additional Experience: Deals & Marketing Coordinator – Central Telecommunications Solutions, London, UK, 2010 – 2011

EDUCATION, CERTIFICATIONS & TECHNICAL EXPERTISE

Master of Science (MSc), Information Systems Management, University of London, London, UK, 2011 | *Awarded Distinction*

Bachelor of Science (BSc, Hons), Business Information Technology, University of Toronto, Toronto, ON, 2008

Certifications: ITIL, IPMA

Technical Toolkit: Database: MS SQL | Programming: HTML, XML, JavaScript, Visual Studio (VB, ASP.NET, C#)

Operating Systems: Windows, UNIX | **Applications:** MS Office / MS Word, Excel, PowerPoint, Visio, Outlook, Internet

Résumé Strategy – Information Technology / IT Résumé

Sadie, an experienced and accomplished Technical Lead and System Analyst in the telecommunications industry, was seeking a rewarding lead position in IT Operations with a growth-focused company. Sadie has a Master's degree in Information Systems Management and relevant certifications supported by team leadership and analytical problem solving expertise. Throughout her career, she has been known for delivering the highest standards of customer service excellence along with continuous improvements for IT innovation.

In order to set her apart, I customized a resume unique in design, format, style, and content, and keyword-optimization to maximize visibility. The career target at the top is evident and the scope of the role is clearly outlined.

A separate graphic/textbox at the top quickly highlighting Sadie's achievements captures the attention of the employer, Her particular core competencies or areas of expertise are categorized into 3 distinct areas: IT Operations/Service Delivery, Engagement Leadership, and Strategic Project Management.

The career milestones are then followed by a summary depicting her unique value, strengths, and expertise.

The client's value proposition is summed up in this header below in the summary profile section:

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Each role clearly shows achievements with bolded results — both quantitative and qualitative — and are clearly outlined supported by a header at the top and relevant keywords for each role. Strong accolades with visuals draw the reader's eye while supporting achievements.

The Education, Certifications & Technical Expertise section is nicely broken down, emphasizing her high credentials supported by an enriching technical toolkit to meet the specific role requirements.

The result: the client loved her new resume and is well on her way to leveraging an empowering role in the telecommunications industry that will propel her career to new heights.