

TARGET: CHIEF INFORMATION OFFICER (CIO) / VP, Fortune 500 IT Corporation

TRANSFORMATIONAL IT LEADERSHIP | DIGITAL TRANSFORMATION | GROWTH & SUSTAINABILITY

Leverage 15+ years' executive success in leading IT strategic and operational plans, integrating enhanced infrastructures and innovative data centres, and facilitating multimillion-dollar technology projects that drive business continuity.

IT DIRECTOR prioritizing IT initiatives and coordinating IT systems and global security policies across private and public sectors in IT and healthcare. Develop sustainable disaster recovery plans. Champion cross-functional teams to optimize process workflows, performance, and regulatory compliance. Astute communicator and team builder with stellar work ethic, collaborating with key stakeholders to formulate and integrate forward-thinking and sustainable solutions. Fluent in English, French, and Spanish.

200+ Reports ♦ \$8M P&L ♦ ~20K Remote Users ♦ 99.999% Uptime ♦ 100% User Satisfaction ♦ 30%+ Efficiency Increase
Multimillion-Dollar Savings ■ Business Intelligence ■ Strategic IT Plans ■ Data Centre Migrations ■ Quality Improvement Projects ■ Business Continuity ■ Disaster Recovery ■ Risk Management ■ Regulatory Compliance

PROFESSIONAL CONTRIBUTIONS

INNOVATIVE HEALTHCARE SOLUTIONS, Toronto, ON

2020 – Present

Large healthcare facility of 500+ employees, serving diverse families in the Greater Toronto area with primary healthcare needs.

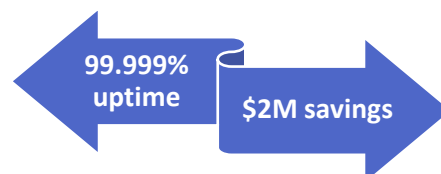
Director, Information Technology

\$8M P&L | 200 Direct / 30 Indirect Reports | ~20,000 Internal Remote Users

Contracted by CIO to facilitate shared services for 3 partner sites. Lead ICT operations and regional data centre. Navigate 10 multimillion-dollar concurrent IT projects. Support 200+ team members, fostering high productivity and efficient IT project completion. Facilitate efficient, cost-effective online and customer care processes while sustaining positive client experiences.

Migrated 6,000+ users to MS Office 365, enhanced user collaboration, and reduced significant capital/operating costs.

- **Drove 99.999% uptime of mission-critical systems.** Analyzed risks, designed business continuity plan, and revitalized end-of-life network/server infrastructure hardware/software.
- **Saved organization \$2M while sustaining service quality and enhancing customer satisfaction by 20%.** Expertly negotiated hardware/software procurement cost, maintenance, and support contracts, including SLAs.
- **Elevated operational efficiency and clinical process workflows 30%.** Designed and implemented new IT Infrastructure Architecture to support new EMR system deployment, future data growth, and high availability.
- **Streamlined process workflows 10% and improved project management efficiency 30%** via automation and virtual team meetings. Migration included email, MS Office applications, SharePoint, One Drive, and MS Teams.



INFOSYSTEMS TECHNOLOGIES, Milton, ON

2018 – 2020

Innovative IT provider supporting large multimillion-dollar clients with resolving complex IT systems issues.

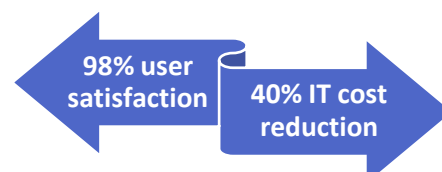
Director, Information Technology

\$3M P&L | 120 Direct / 2 Indirect Reports | ~15,000 Internal Remote Users

Appointed to manage shared services for 10 offices. Directed 15 concurrent multimillion-dollar IT projects. Championed 120+ reports, managing human resources, data analytics, business intelligence, and cybersecurity to drive ongoing improvement.

Sustained 99.999% uptime and connectivity while establishing robust disaster recovery plans.

- **Achieved 98% user satisfaction while significantly enhancing user experience.** Established cohesive team, offered constructive feedback, and enabled open-door policy for improved communication.
- **Reduced IT operational costs 40%.** Migrated network, system infrastructure, and applications to new data centre. Created and showcased value-driven business cases and proposals.



INFOSYSTEMS TECHNOLOGIES.....

continued ...

- **Increased team workflows 60%.** Incorporated software upgrades and automated processes. Fostered trusted alliances.
- **Bolstered business performance 25%** through establishing compliant policies, procedures, and SOPs, including deploying best cybersecurity practices aligned with organizational requirements.

DYNAMIC TECHNOLOGIES, Toronto, ON

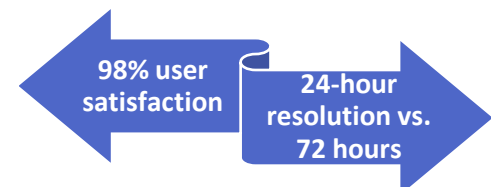
2009 – 2018

*Leading technology company specializing in cloud-based network monitoring and management.***Director, Information Technology****\$5M P&L | 25 Direct Reports | 7000+ Users | 5 B.C. Locations**

Directed IT operations, driving lean and innovative operations. Recruited, coached, and mentored talent to meet quality standards and technology goals. Navigated IT infrastructure and data centre operations, ITIL Help Desk, service delivery, project management, and team leadership. Deployed business continuity and process improvements. Steered contract negotiations and forged reliable vendor networks.

Served 7000+ users across 5 B.C. locations while managing strategic planning and IT infrastructure.

- **Resolved complex technological issues in 24 hours vs. 72 hours.** Implemented agile data centre offering reliable shared services along with ITIL Help Desk to all departments.
- **Sustained 98% user satisfaction rate with IT Help Desk** via establishing robust ITIL framework and principles.
- **Streamlined processes while condensing labour costs 25%.**
- **Seamlessly transitioned 6,000 computers / networks in 2 days to new office location without downtime.**

**EARLIER CAREER SUCCESS**

Spearheaded several projects that innovated IT operations for high-profile clients.

IT Team Lead, DATA ANALYTICS CORPORATION, Mississauga, ON (2008 – 2013)

► **Elevated efficiency by at least 30% for corporation providing data analytics solutions.**

Configured and installed countless wireless networks, file servers, LANs/WANs, firewalls, and disaster recovery plans for startups and Fortune 500 companies.

Director, IT & Systems, CITY OF TORONTO, Toronto, ON (2002 – 2007)

► **Boosted security policies 80%, spearheaded 98% YOY business continuity, and lowered costs 60%.**

Supervised 20 IT reports and \$5M budget for large IT Department of public sector organization. Helmed fast-paced operations of large-scale computer and telecommunications systems, supporting 1000s of in-house and remote users.

FORMAL EDUCATION & CERTIFICATIONS

Master of Science, Computer Science, UNIVERSITY OF GUELPH
Bachelor of Science, Psychology, Computer Science Minor, UNIVERSITY OF TORONTO
Project Management Professional (PMP), PROJECT MANAGEMENT INSTITUTE (PMI)

ITIL Foundations v3 Certified | SDLC / Waterfall | Agile Project Management Technologies | Data Analytics Models

Well-versed in multitude of application systems, network security systems, and cloud computing/digital transformation tools

Strategy Statement

Tara was seeking to transition to a CIO role in the IT sector from healthcare. The field of information technology is Tara's niche. This hybrid résumé was designed with the client's focus and unique value in mind. The header reflects a clear career target. The brand statement reveals her strengths and areas of expertise.

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The résumé is written using a hybrid approach, clearly articulating quantitative and qualitative results in a simple, yet compelling way. The summary profile concisely highlights her value with a snapshot of her milestones and relevant competencies.



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The scope of experience is clearly outlined in each role to convey to the employer / recruiter key leadership responsibilities and her high-level accountability in managing multiple projects, team members, and technical stakeholders.

Results are bolded throughout the quantified accomplishments that lead with powerful action verbs. The strategy includes drawing the reader's eye to the milestones, with the achievement highlighted in the centre and graphics showing quantitative results. The design / colours incorporate her brand symbolizing competence, dedication, and an energetic spirit driving innovation and efficiency. There is enough white space for readability.

The earlier career success section is summed up concisely while drawing out her value and milestones.

The résumé concludes with the candidate's education separated into firstly, formal education, then trainings and concisely summing up her technical proficiency in one line.

The result: The candidate landed a lucrative job offer in IT.