
BRIAN LEE SMITH

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SUMMARY OF QUALIFICATIONS

Highly motivated, technically adept, and hands-on Manager of IT with over 14 years experience, exceptional leadership and communication skills, open management style, and an extensive background in the following broad-based competencies:

PROJECT MANAGEMENT
BUSINESS ANALYSIS
NETWORK MANAGEMENT

CORPORATE & PERSONNEL MANAGEMENT
STRATEGIC PLANNING & BUDGETING
SYSTEMS & TECHNICAL SUPPORT

PROCESS ENGINEERING
TECHNOLOGY SOLUTIONS
VENDOR MANAGEMENT

- Demonstrated ability to streamline operations to increase productivity both inside and outside of IT departments
- Skilled in the creation and implementation of technical solutions that facilitate cross-departmental collaboration and information sharing, optimizing efficiency and reducing costs while aligning with business strategy
- Demonstrated strength in undertaking and managing all phases of the system development life cycle including managing personnel, technical oversight, and interfacing with end users
- Excellent communication skills both with experienced IT professionals and non-technical users, one-to-one or in front of 200
- Forges strong, working relationships with Senior Management, peers, and junior staff

PROFESSIONAL EXPERIENCE

ONSITE NEONATAL PARTNERS – *Voorhees, New Jersey*

2008 - current

Manager of Information Services

Transformed company IT systems from inefficient technical infrastructure to a cohesive and comprehensive IT framework capable of properly supporting office staff as well as offsite locations at 13 hospitals across four states, including a complete remote support system ensuring 24 hour capabilities.

- Significantly decreased IT workload through automation of application deployments, standardized images, automatic updates, and scripted installations
- Redesigned Citrix thin client deployment used by Onsite doctors in hospitals, markedly increasing ergonomics and productivity while also adding complete remote support capabilities
- Reduced costs and increased flexibility by bringing management of new phone system in-house and changing Internet service providers - a 70% reduction in costs
- Established good working relationships with hospital IT departments by creating consistent and standardized documentation regarding deployment requirements
- Refocused perception of IT from "keep the computers running" to "can you help me solve our problem or make our workflow better"

SWETS INFORMATION SERVICES – *Runnemede, New Jersey*

2007

Manager of IT, North America

Joined \$1B+ international subscription management company to redirect, improve and revitalize the North American IT Department (US and Canadian Offices, Remote Users) and provide Business Analysis services to various units within the company.

- Responsible for \$1M budget and supervision of department staff; eliminated unnecessary expenses saving approximately \$100K within first two months
- Provided business analysis services to a variety of personnel at the Director, VP and Executive Board levels, including a business case analysis for worldwide implementation of RFID technology in the consolidation and shipping process
- Aggressively expanded the role of the North American IT department to become a business partner and the "go to" department when other business units required assistance solving complex business flow concerns
- Provided management, mentorship, and training to junior IT staff who were previously without a technical manager and mentor
- Directed full review of all systems, including technical redesigns of MS Exchange, Citrix, file servers, and backup system
- Managed creation of the department's first desktop image and app deployment, reducing deployment time by at least 70%
- Developed and managed multiple projects simultaneously, including system deployments and update maintenance, security audit with extensive use of Group Policies, and development of departmental documentation
- Teamed with corporate headquarters IT department in Holland to establish corporate-wide equipment standards

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FLEER TRADING CARDS – *Mount Laurel, New Jersey*

1998 - 2005

Senior Network Manager / Business Analyst

2001 - 2005

Promoted for exhibiting outstanding technical skills in project management and business analysis. Duties included analyzing functional requirements and providing comprehensive technical and workflow solutions to business issues, providing complete server, network, PBX and desktop support to 60+ users, and ensuring data backup.

- Successfully developed and managed a \$200K web-based, digital asset management project involving multiple department heads that transitioned the company from a 35mm slide-based to digital photography workflow in less than six months, eliminating film processing and scanning costs and saving \$100K+ in first year alone
- Instrumental in implementation of \$1M+ SAP project to consolidate disparate accounting systems into a unified platform, streamlining operations and reducing data entry requirements
- Evaluated and selected external design firm tasked to redesign of Fleeer Collectibles website; project managed and oversaw scope-of-work for website development
- Successfully migrated company from Exchange 5.5 to Exchange 2003
- Designed and programmed a web-based “No Purchase Necessary” order entry system from inception and completely recoded corporate public website based on ColdFusion web programming language

Macintosh Manager / Website Administrator

1998 - 2001

Responsible for oversight of website administration, management of Macintosh software/hardware and interfacing with department heads and end users. Responsibilities included monitoring AppleShareIP fileserver; supporting Novell, Windows NT and Microsoft IIS servers; administering corporate FTP site; and maintaining Windows-based and Macintosh desktop computers.

- Implemented FileWave Application Distribution System facilitating automatic software installation and preventing users from accidentally deleting important files
- Instrumental in the migration of two Novell servers to one Windows 2000 server including the implementation of Active Directory and recreation of the directory structure and group permissions
- Installed and administered online logo database for storage and retrieval of corporate, brand, team and league logos
- Project managed website redesign producing state-of-the-art website based on Cold Fusion, which allowed users to upload updated information and reduced developer involvement

CONTRACT CONSULTING – *Mount Royal, New Jersey*

2005 - Current

Full Service IT Consultant

Contract consultant, offering IT management, system deployment, strategic and budgetary planning services to a wide variety of businesses.

- Developed a comprehensive two-year IT plan for a leading mid-sized environmental management and consulting firm. Key factors for selected plan included: the proposed 2006 IT budget; 1, 2 and 5-year IT business plan for the corporation; specific business sector IT requirements (i.e. industry-specific software and hardware); discussions with upper management and employees regarding historical difficulties and inefficiencies; additionally, managed “domain migration” project successfully merging the Active Directory environments of the NJ and NY offices into a single, unified domain
- Development, purchase, deployment and continued support of a new document management system for a NJ law firm. The project objectives were to reduce their storage requirements for paper documents by 75% or more implementing a successful transition to a paperless work place

EDUCATION

NORTH CAROLINA STATE UNIVERSITY – *Raleigh, North Carolina*

1992 - 1994

Courses towards Bachelors Degree in Aerospace Engineering / Computer Science

TECHNICAL EXPERTISE

Windows 2000 / 2003 Servers
Windows 2000 / XP / Vista / 7
Active Directory and Group Policy
Microsoft Office
Microsoft Exchange

MacOS X / UNIX
Virtualization
SQL Server
Microsoft WSUS
LAN / WAN / VPN / Cisco

Backup and Disaster Recovery
Citrix
Website Design
Internet Servers (WWW, FTP)
Blackberry Server and Devices