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# BRIAN LEE SMITH

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## SUMMARY OF QUALIFICATIONS

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Highly motivated, technically skilled, hands-on Manager of IT with over 15 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**  
**HELP DESK MANAGEMENT**  
**VENDOR MANAGEMENT**

- Demonstrated ability to streamline operations to increase productivity and reduce costs both inside and outside of IT departments
- Forges strong, working relationships with Senior Management, peers, and end users, in addition to mentoring junior staff
- Excellent communication skills with both experienced IT professionals and non-technical users, one-to-one or in front of 200
- Skilled in the creation and implementation of effective 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

## PROFESSIONAL EXPERIENCE

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**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, creating a single standard system, and raising end user satisfaction
- Reduced costs and increased flexibility by installing and bringing management of new phone system in-house and changing Internet service providers producing a significant reduction in costs
- Established excellent working relationships with hospital IT departments by creating consistent, standardized documentation regarding deployment requirements and being flexible to their needs
- 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, supervision of department staff and help desk operations; 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 concerns with an emphasis on customer service
- Provided management, mentorship, and training to junior IT staff who were previously without a technical manager and mentor
- Reduced support costs by eliminating outdated and redundant systems after directing a full site review, 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 standardized departmental documentation

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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 users, and ensuring data backup.

- Successfully developed and managed a \$200K web-based, digital asset management project involving multiple department heads transitioning 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 Fleer Collectibles website; project managed and oversaw \$50k 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 maintaining AppleShareIP, Novell, Windows NT/2000 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, significantly reducing support costs
- 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
- Reduced costs by creating an 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 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 / 2008 Servers  
Windows 2000 / XP / Vista / 7  
Active Directory and Group Policy  
Microsoft Office  
Microsoft Exchange

MacOS X / UNIX  
Virtualization  
SQL Server  
LAN / WAN / VPN / Cisco  
Backup and Disaster Recovery

Citrix  
Website Design and Management  
Internet Servers (WWW, FTP)  
Blackberry Server and Devices  
Telco/Unified Communications