

LINDSEY SNAPP

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INFORMATION TECHNOLOGY MANAGER IT & Telecommunications Systems, Solutions & Networks

Innovative Business Leader with more than 15 years' experience building state-of-the-art technology operations for start-up, turnaround and high-growth organizations. **Talented Team Builder and Technology Trainer** who delivers user-friendly technology solutions that achieve/surpass user experience, business and financial goals. **Astute Negotiator** who has saved hundreds of thousands of dollars in technology costs through strategic partnerships, collaboration and technical innovation. **Trusted Advisor** to senior executives. **MBA Candidate.**

**Linking Technology with Multi-Site Business Organizations to Build
Performance-Driven, Quality-Focused, Customer-Centric and Financially Robust Operations**

PROFESSIONAL EXPERIENCE:

THYSSENKRUPP, Terre Haute, IN 2003 to August 2011
Global F500 diversified industrial group headquartered in Germany; 180,000+ employees in 80 countries

Information Systems & Technology Manager – Presta Division (2008 to August 2011)

Information Systems & Technology Supervisor – Presta Division (2006 to 2008)

Systems Engineer – Presta Division (2003 to 2006)

Recruited by Plant Manager to build and direct the entire IT organization for the start-up of a new industrial manufacturing division. Given full autonomy for the strategic planning and tactical development of the IT infrastructure and all technology and telecommunications systems, networks and solutions as division has grown to 300+ employees at 4 locations in 4 states. Direct IT staffing, budgeting, policies and procedures.

Leadership Achievements

- Built robust technology organization that supported growth from start-up to \$30M+ in annual revenues.
- Acquired, implemented and customized systems, software, networks and applications to meet a broad cross-section of business, financial, manufacturing, engineering, HR and organizational requirements.
- Created best-in-class IT business unit – *the model for ThyssenKrupp businesses and divisions worldwide* – with minimal staff and budget requirements. Far surpassed performance goals year-over-year.
- Collaborated on financial and operational audits of technology assets with emphasis on strengthening quality, upgrading network security, expanding risk assessment capabilities and controlling user access.

Technological Achievements

- Designed initial network infrastructure including multiple VLANs, TCP/IP scope, DNS, telecommunications system, servers and network printers. Concurrently, set up Active Directory schema still in use today.
- Implemented flexible and scalable solutions to seamlessly manage increases in connectivity requirements and technology accessibility at primary production plant and ancillary engineering sites.
- Built new technology backbone, servers, back-up systems, wireless communications, switches, routers and security systems for new production plant and new sales center. Integrated all facilities via MPLS network for data sharing and VoIP for communications, totally eliminating all long-distance calling costs.
- Facilitated successful closure of one facility and integration of all hardware, data and technical assets into existing network operations. Managed closure with no downtime in data accessibility.

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THYSSENKRUPP – Information Systems & Technology Manager – *Continued*

Financial Achievements

- Slashed \$250,000 in annual telecommunication costs (25% reduction in overall spend).
- Renegotiated leasing and communication contracts for better than \$100,000 in annual savings.
- Partnered with Cisco consultant and generated \$50,000+ in free services and support.
- Built internal repeater cell phone system at zero cost to the company (\$45,000+ savings).

UNION HOSPITAL, Terre Haute, IN

1994 to 2003

Largest health care facility in the region with 3000+ employees & a state-of-the-art IT infrastructure

Network Engineer (1999 to 2003)

Microcomputer Specialist / Help Desk Administrator (1994 to 1999)

Led design, engineering, implementation and management of network infrastructure (Novell, Windows, Citrix) for health care complex and all 3000 users. Managed project from concept through technical specification and documentation to installation, training and support. Designed tech training for new hires.

- Built a strong and sustainable network infrastructure with 99.999% user availability 24x7x365.
- Earned Microsoft Certified Professional (MCP) and Microsoft Certified Systems Engineer (MSCE).

EDUCATION:

MBA Candidate, Franklin University, Columbus, OH, 2012 (*GPA 3.78*)

BS, Business Administration, Franklin University, Columbus, OH, 2009 (*GPA: 4.0; summa cum laude*)

AS, Business Administration, Ivy Tech Community College, Terre Haute, IN, 1997

AAS, Computer Information Systems, Ivy Tech Community College, Terre Haute, IN, 1994

PROFESSIONAL AFFILIATIONS & DISTINCTION:

IVY TECH COMMUNITY COLLEGE, Terre Haute, IN

Alumni Association Committee (2007 to Present) – *Facilitated \$13,000+ in scholarship fundraising.*

Advisory Board Member, School of Business (2003 to Present) – *Led start-up of "Best IT Student Award."*

Information Systems Course Instructor (2003 to 2004)

Distinguished Alumni Award Winner (2003)