

# Michael S. Smith

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## **INFORMATION TECHNOLOGY PROFESSIONAL**

Accomplished Information Technology (IT) professional with over 13 years of experience managing projects, leading teams and supporting an Organization's IT requirements. Record of success creating IT strategies, roadmaps and standards resulting in business efficiencies and streamlining an IT group. Leadership abilities have been developed throughout the years by managing various groups ranging from support services to infrastructure teams. Employee development has proven successful along with strong relationship building skills, in and outside the Organization, accompanied by the aptitude to communicate with all levels of the business.

## **WORK EXPERIENCE**

**ACME Technology Corp. – Watertown, MA**

**08/04 – Present**

ACME is a global professional technical and management support services firm to a broad range of architectural and construction management markets. A Fortune 100 company, ACME serves clients in approximately 100 countries with revenue of \$10.1 billion during the last 12 months ending June 31, 2012.

**Senior Manager, IT**

**01/09 – Present**

With direction from the Chief Technology Officer, established and manage a global IT infrastructure council which assists with IT strategic direction and creates technology roadmaps and standards. Direct a global team responsible for assessing, approving, deploying and supporting all unified communications and collaboration technologies. Oversee ACME's internal and external collaboration environment which provides employees a portal for knowledge sharing, executive sales and marketing dashboards and is an overall employee collaboration environment.

### **KEY ACHIEVEMENTS**

- Created a global IT Infrastructure council responsible for defining enterprise standards and establishing common solutions that support business processes and policies resulting in a streamlined IT infrastructure.
- Developed an IT Infrastructure framework that aligned with ACME's changing business model from country/local to regional/geographical. The framework promotes local accountability, execution and control within a global framework, allowing the corporation to function as a single enterprise.
- Developed a global infrastructure plan, defining three five-year roadmaps for datacenter consolidation, unified communications, and global data access. The infrastructure plan set the IT foundation for planned business growth over the next 10 years. It was designed to increase business agility adhering to ACME's growth plan.
- Provide leadership to a global team assessing unified communications and collaboration solutions which led to the deployment of new tools and cost reductions.
- Created and executed an Enterprise Video Enablement roadmap which identified opportunities to leverage existing investments, educated staff of future video capabilities and led to employee travel reduction.
- Optimized the IT infrastructure and performance of ACME's internal collaboration environment. Collaboration is one of ACME's key goals for future growth. Faster easier access to the environment is critical for staff to access information, people and projects globally.
- Designed and deployed a global, centrally hosted, engineering collaboration solution (Bentley's ProjectWise) to meet demanding business requirements to collaborate internally and externally with clients on engineering and architectural documents.

## **WORK EXPERIENCE cont.**

**Director, IT**

**11/07 – 01/09**

Managed a team responsible for day to day operational and tactical aspects of ACME's IT infrastructure supporting 75 offices and 3,300 employees. Provided supervision and direction for design, implementation, testing and deployment of ACME's IT infrastructure and communications. Supervised the wireless account team which supported 1,200 users consisting of billing, procurement and support for all wireless devices. Presented senior management with monthly status reports along with being a key member of the team which created fiscal year IT budgets. Steered a strategic team responsible for assessing all new unified communication and collaboration tools for ACME.

### **KEY ACHIEVEMENTS**

- Successfully implemented a new ACME datacenter with raised floor, room UPS, HVAC, fire suppression system, diesel generator and security system. This datacenter supported enterprise applications for 75 offices and 3,300 staff.
- Managed the cellular wireless migration project to reduce mobile costs and the number of wireless carriers ACME used. This migration led to a cost savings for ACME in quarters one through three for fiscal year 2008.
- Established and led a project team which created ACME's first Unified Communications standard in June of 2008. The standard was implemented which increased user productivity and decreased voice communications spend.
- Successfully managed multiple office consolidations that aligned with the corporate real estate group's global office footprint consolidation initiative. This led to consolidated IT infrastructure, communications and reduced IT operating costs.

**Manager, Telecommunications**

**08/04 – 11/07**

Technical lead for design, deployment and project management of all TDM / IP telephony systems, voice messaging, videoconferencing, audio conference systems and local/wide area networks. Responsible for managing the daily operations and uptime of over 50 voice related and networking systems supporting 2,700 staff. The role included managing all vendors and partners associated with related projects along with interacting with the corporate IT team to align with approved IT standards. Technical lead in charge of researching new IP Telephony, video conferencing and collaboration solutions. Managed the wireless account administration team supporting 1,000 devices. Assisted with IT budget creation for fiscal years 2005 through 2008.

### **KEY ACHIEVEMENTS**

- Successfully transitioned all ACME Transportation's wide area network circuits from ACME TELCO to Verizon Business which reduced the monthly wide area network charges approximately 20 percent.
- Led a project team which seamlessly collocated three ACME operating groups into a new facility over a three month period. This was the first ACME collocation implemented in the United States. The consolidation resulted in a reduction in IT operating costs.
- Successfully deployed the first unified communications systems for ACME in the US, Northeast offices, which resulted in voice communications cost reduction and streamlined communications tools.

**ACME Services - Quincy, MA****05/01 – 08/04**

ACME Services provides end-to-end IT services in applications, business process, and infrastructure technology outsourcing for increased productivity, innovation, and security. ACME Services employees 136,000 people in 60 countries with 34.9 billion in 2010.

**Project Manager, Voice Services Team****05/01 – 08/04**

Technical and project management lead for overall project management, design, implementation and testing of infrastructure systems that supported United Airlines operations. Focus was voice systems but also provided project management and support for network systems. Additional responsibilities included defining scope, schedule, budget and deliverables for all assigned projects. Successfully collected, identified, defined and organized detailed user requirements for several projects at a time. Assisted in the creation of network designs, telecom rooms and infrastructure cabling plants.

**KEY ACHIEVEMENTS**

- Successfully managed all telecommunications projects for the Global Gateway Project at Newark-Liberty International Airport. The project consisted of installing three new PBX's and over 6,000 digital/analog stations. This project resulted in lower IT operational costs for United Airlines.
- Project managed multiple network and telecommunications infrastructure upgrades at Logan International Airport, Baltimore-Washington International Airport, G. Bush Intercontinental/Houston Airport and McCarran International Airport. These projects helped with United's operational efficiencies which again resulted in a reduction in IT operational costs.

**ACME Telco – Basking Ridge, NJ****11/99 – 04/01**

ACME TELCO is a multinational telecommunications corporation providing mobile and fixed telephony, broadband and television subscriptions along with a host of other IT professional services. With 124 billion in revenue, in 2010, ACME Telco employees 294,600 staff worldwide.

**Translation Analyst, Network Control Center****11/99 – 04/01**

Working under the direction of a senior translation analyst, daily responsibilities included analysis on out-of-service voice trunks, maintenance limits on voice switches and call completion of ACME TELCO's DMS central office switching infrastructure. Also in charge of maintaining a 99.80% call completion between switches. Additional daily tasks included initializing trouble reports to the Network Maintenance Center utilizing the TMTS ticketing system. Interacted with Martin and ASR systems to resolve customer issues and interfaced with the network maintenance center to assure quality and timely resolution of customer problems.

**EDUCATION**

**DeVry University:** Online  
Bachelor of Science in Technical Management:

**Received October 2008**

**DeVry University:** Online  
Associate in Applied Science Degree in Telecommunications Management:

**Received May 1999****ORAGANIZATIONS**

Society for Information Management (SIM) Boston Chapter

**2008 – Present**