

PETER SMITH

petersmith@gmail.com ♦ 777-777-7777 ♦ Tampa, FL ♦ www.linkedin.com/in/petersmith

SENIOR IT STRATEGIST • OPERATIONS LEADER • INFRASTRUCTURE DIRECTOR

Trusted Senior IT Leader who transforms business problems into business solutions to improve operations, support corporate strategy, and drive business growth

Distinguished Director of Information Technology with expertise in diverse range of technologies within multiple industry settings who ensures that quality, efficiency, and agility goals are achieved.

Business Leader with extensive experience in orchestrating end-to-end technical operations, building high-performance teams, managing vendors, standardizing solutions, maintaining compliance, managing large-scale and complex multimillion-dollar technical projects and budgets while delivering successful results.

Strategic Director in managing up to 60 high performing IT team professionals to implement best practices & deliver compelling value to stakeholders.

AREAS OF EXPERTISE

Asset Management	Business Process Improvement	Corporate Technology Moves
Data Center Management	End User Support	Enterprise-wide IT Strategy
Hybrid/Cloud Compute	Information Technology	IT Infrastructure Engineering
IT Management	IT Operations	IT Strategy
LAN/WAN	Microsoft Office Optimization	Project Management
Program Management	Security Infrastructure	Technical Services
Telecom	Vendor Management	VoIP

PROFESSIONAL EXPERIENCE

ABC MEDICAL TECHNOLOGY, INC.

Regional Account Executive, Tampa, FL, October 2019 – Current

Healthcare System/Market Knowledge ~ Customer Awareness & Value Drivers ~ Sales Strategy Development

- Strategically provide project management and technical services for large scale infrastructure projects for Senior Living Life Plan Retirement Communities in the southeast region of the U.S.
- Facilitate new market opportunities development, site surveys, proposal development and presentations, project planning, and staffing and management, for large scale infrastructure projects.

Director of Technical Operations, King of Prussia, PA, October 2015 – October 2019

Project Management ~ Vendor Relationships ~ Creative Business Solutions ~ Infrastructure and Security Solutions

- Spearheaded technical project and operational activities for multiple concurrent projects across multiple technical platforms and oversaw daily technical operations for large scale infrastructure projects for Senior Living communities. This included projects at Skilled Nursing, Assisted Living, and Memory Care Facilities as well as Life Plan Retirement Communities.
- Directed Microsoft Office Optimization using local egress, traffic partitioning and Local DNS to reduce latency.

XYZ HEATH TECHNOLOGY, INC.

Contract Project Manager, Blue Bell, PA, February 2014 – July 2015

ITIL Service Strategy ~ Project Management ~ Technical Integration ~ Budget Governance ~ Risk Management

- Expertly managed technology infrastructure for five large corporate moves that involved data center consolidation and Enterprise-wide WebEx migration of 6000 users across 4 different platforms into one Cisco Cloud Connected Audio platform.
- Developed ITIL Service Strategy for moving projects into production, and consolidation of different systems and infrastructure from acquisitions into one seamless system, that exceeded the business requirements.

PETER SMITH

petersmith@gmail.com ♦ 777-777-7777 ♦ Tampa, FL ♦ www.linkedin.com/in/petersmith

YOUR HOMETOWN LENDER, CO.

Contract Project Manager, Fort Washington, PA, April 2013 - January 2014

Project Management ~ Telecommunications ~ Multi-site Telephony System ~ Divestiture Facilitation

- Facilitated a large telecommunications project to stand up a new multi-site SIP based telephony system of a newly divested mortgage company in a short time frame to support 1500 users and two call centers while ensuring a smooth cutover from existing system to new system with limited business interruption.
- Coordinated entire project scope including project work plans, resources, budget, risk management, and technical integration.

BROADBAND USA

Project Manager, King of Prussia, PA, March 2010 - April 2013

Technical Feasibility Studies ~ Infrastructure ~ VoIP based PBX in the Cloud ~ Divestiture Facilitation

- Oversaw various telecommunications projects including delivery of voice, video and data to Senior Living Life Plan Retirement Communities.
- Orchestrated the technical analyses and evaluation of applications for Federal Broadband Initiative Program, evaluated both wireless and wireline proposals for the USDA Rural Broadband Initiative, and determined technical feasibility, financial reasonableness, standards and compliance for all projects.
- Pioneered major infrastructure assignments including VoIP based PBX in the Cloud, network redesign and fiber distribution.

EARLY CAREER HIGHLIGHTS

- Accountable for the accuracy and reliability of global telecommunications and end user support in **110 countries**.
- Negotiated master telecommunications agreements resulting in **cost reductions with each contract of 10 percent**.
- Achieved **reduction in costs of \$4,000,000** by redesigning global network.
- Planned and implemented **\$1,500,000 upgrade** to data center environment.
- Managed systems operations for **56 business units in the U.S. and Canada** in accordance with Service Level Agreements (SLAs) and achieved maximum ROI and low TCO for infrastructure.
- Designed and managed **internal systems** to facilitate management of business including Microsoft Exchange, security, financial, software, company intranet, and development and maintenance of Business Contingency/Disaster Recovery Plans.
- Managed **data center refresh** at major health organization, including power assessment, security, air conditioning, command and control, infrastructure and asset management, and managed global installations of WAN accelerator appliances with multiple clients.

EDUCATION

University of Phoenix - BSIT, Information Systems

CERTIFICATIONS

Certified Scrum Master

ITIL Version 3

MCSE