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SENIOR-LEVEL IT EXECUTIVE

Visionary, performance-driven IT Executive with a 15-year track record of success spearheading world-class technology solutions that maximize cost efficiency, drive top-notch performance, and promote customer satisfaction.

Proactive and motivational leader who propels team members towards solutions that maximize performance and results. Extensive background directing large, cross-functional teams within Fortune 500 and consumer products companies. Exceptionally skilled in leading all stages of system implementation including requirements, design, testing, and support. Consistently identify and implement processes and procedures that save money and improve performance. *As Executive Director of IT with Comcast, received prestigious **President's Choice Award (2007)** for developing most cost-effective practices including facilitating a yearly savings of \$550K. Key expertise includes:*

- ▶ Strategic Planning
- ▶ Process Reengineering
- ▶ Risk Assessment
- ▶ Team & Project Management
- ▶ Organizational Redesign
- ▶ Information Security
- ▶ Standard Operating Procedures
- ▶ Performance Improvement
- ▶ Relationship Management

NOTEWORTHY ACHIEVEMENTS:

AS EXECUTIVE DIRECTOR OF IT AT COMCAST:

- ✓ **Improved application performance by 85% and decreased average handle time by 1.4 seconds**, utilizing Six Sigma methodologies to measure application performance, trend results, document case scenarios, and recommend process improvements. This resulted in **marked decrease in delays to customers and a yearly cost savings of \$550K.**
- ✓ **Spearheaded launch of single common intranet—SharePoint 2007—for all IT CSC Field Operation teams**, allowing employees to log and track ongoing projects, out of office issues, accomplishments, hot topics, and round robins. Additionally, customized templates to meet specific needs of High Level Teams and individual IT locations.
- ✓ **Decreased average speed of answer time** by strategically placing monitors throughout Customer Service Center to enable supervisors, coaches, and managers to swiftly analyze queues and statistics.

AS MANAGER OF WIRELESS DATA SUPPORT CENTERS AT AT&T:

- ✓ **Enabled 90% of calls to be answered within 30 seconds in 2001 (80% in 2000) and increased service levels** by providing real-time call volume statistics and reports.
- ✓ **Improved timeliness of new product and service rollouts and increased customer satisfaction** by collaborating with Marketing, Networking, and vendors on testing and configuration.
- ✓ **Motivated staff and helped to facilitate employee promotions** through individualized performance coaching and implementation of skill-building career development programs.

AS MANAGER OF NETWORK ADMINISTRATION AT AT&T:

- ✓ **Consistently achieved a minimum of 95% customer satisfaction ratings** by anticipating customer needs and taking personal responsibility for exceeding customer expectations.
- ✓ **Received numerous recognition awards** for playing a critical role in several high-profile projects that have had a significant impact on the company's success.
- ✓ **Increased staff morale and reduced turnover** by consistently providing team members with understanding, support, and key contributions to team goals.
- ✓ **Wrote Security Policy article** that was published in Windows NT Magazine in 1999.

PROFESSIONAL BACKGROUND

COMCAST, Sayreville, NJ

Executive Director of IT, 11/2006-Present

- Direct five cross-functional team members, overseeing system analysis, programming, telecommunications, and operations/support for 600 desktop clients and 30 servers.
- Enhanced customer satisfaction and saved unnecessary costs by converting IT Hotline to ACD system.

AT&T, Newark, NJ

Manager of Wireless Data Support Centers, 9/2003-11/2006

- Promoted into new position to provide tier-two advanced technical support and training to 3.5M data customers, nationwide internal customer support centers, network repair, telemarketing, sales teams, system engineers, and internal customers. Directed work of 40+ employees and managed \$1.5M budget.
- Swiftly investigated and resolved users' wireless computer software and hardware communication problems and served as point person for escalations between tiers.

Manager of Network Administration, 6/1999-9/2003

- Managed a team of 10 to install/maintain hardware, software, and peripherals; design, configure, and support LAN/WAN networks; and support/provide troubleshooting for 3000+ nationwide customers.
- Reduced support time by installing nationwide System Management Server (SMS).

TECH SYSTEMS, Old Bridge, NJ

Project Manager, 6/1997-6/1999

- Implemented Six Sigma methodologies to reduce gaps in procedures and products. Redesigned database matrix and developed reporting process to measure opportunities and defects.
- Improved several helpdesk Service Level Agreements (SLA) and enhanced process flow between departments by developing and implemented Root Cause Analysis process flow using MS Visio.
- Improved existing PC image process, reduced field technician's setup process time, decreased customer downtime and enhanced customer satisfaction by creating/updating image files for various models.

Z-TECH, South Amboy, NJ

Reporting Analyst, 11/1995-6/1997

- Promoted into position to develop and analyze agent/client reports, call metrics, and staffing forecasts.
- Saved thousands in service fees by designing Spike Data Report that enabled Strategic Accounts team to compare daily call volume trending to prior 8-week period, identifying which days impacted SLA's.
- Reduced daily manual editing time by 90 minutes per account by designing scripts (excel macros) that collected raw data from CMS. Standardized reports across 20 accounts.

Help Desk Supervisor, 6/1994-11/1995

- Directed work of 20 Help Desk Technicians, overseeing scheduling, monitoring real-time calls, reviewing daily call logs, ensuring SLA's were met, analyzing ACD reports, determining call trend analysis, and acting as first-level management for all escalations.
- Facilitated weekly meetings to review trouble tickets, project plans, goals, and objectives and assessed agents' QA, providing remediation as necessary and ensuring agents met call efficiency targets.

E D U C A T I O N & T R A I N I N G

STEVENS INSTITUTE OF TECHNOLOGY, Hoboken, NJ

Master of Science in Computer Science

NEW JERSEY INSTITUTE OF TECHNOLOGY, Newark, NJ

Bachelor of Science in Computer Science

Professional Development: Effective Business Writing, Civil Treatment for Managers, Coaching for Success, Visual Basic.NET, JAVA, Siebel Analytics, ITIL, and Six Sigma.