IT Operations Manager

Michael Johnson

Professional summary

Detail-oriented IT Operations Manager with over 12 years of experience in managing and optimizing IT systems, networks, and infrastructure. Proven track record of leading cross-functional teams, implementing cost-effective solutions, and ensuring system reliability and security.

Experience

IT Operations Manager

March 2020 - Now

TechWave Solutions – San Francisco, CA /

- Oversee the daily operations of IT infrastructure for a growing technology firm with over 1,000 employees.
- Manage a team of 10 IT professionals, including network engineers, systems administrators, and helpdesk support staff.
- Implement and maintain a robust IT infrastructure that supports the company's business operations, including cloud-based services, data centers, and network security.

Senior IT Operations Specialist

June 2016 - February 2020

GlobalTech Innovations – Palo Alto, CA /

- Managed the day-to-day IT operations for a fast-paced software development company, ensuring the reliability and security of systems and networks.
- Supervised IT infrastructure, including cloud storage, network services, firewalls, and VPNs, supporting a workforce of over 800 employees.
- Led the implementation of an IT asset management system, which improved resource tracking and reduced equipment loss by 25%.

IT Support Engineer

August 2013 - May 2015

Tech Solutions Inc. – San Jose, CA /

- Provided technical support to end-users, troubleshooting hardware, software, and network issues for a team of 500 employees.
- Managed software installations, updates, and system configurations across a variety of platforms including Windows, macOS, and Linux.
- Assisted in the implementation of a company-wide data backup strategy, ensuring secure data storage and quick recovery in case of failure.

📞 (555) 234-5678

✉ michael.johnson@email.com

📍 San Francisco, CA

Education

Bachelor of Science in Information Technology

San Francisco State University – San Francisco, CA

Graduated: May 2013

Skills

IT Infrastructure Management (Cloud, Servers, Networking)	◆ ◆ ◆ ◆ ◆
IT Service Management (ITIL Framework)	◆ ◆ ◆ ◆ ◆
Network Security & Firewalls (VPN, SSL/TLS, IDS)	◆ ◆ ◆ ◆ ◆
System Monitoring & Troubleshooting	◆ ◆ ◆ ◆ ◆
Disaster Recovery & Business Continuity Planning	◆ ◆ ◆ ◆ ◆
Budgeting & Cost Optimization	◆ ◆ ◆ ◆ ◆
Vendor & Stakeholder Management	◆ ◆ ◆ ◆ ◆
Microsoft 365 & Cloud Solutions (Azure, AWS)	◆ ◆ ◆ ◆ ◆