

TODD WESTON

4855 North 10th Street, Bolingbrook, Illinois 61334

601.452.5555

toddweston@gmail.com

INFORMATION TECHNOLOGY DIRECTOR

☐ Service Delivery ☐ Responsiveness ☐ Outsourcing Solutions

Shaping Global IT Performance in Alignment with Business Goals

Improving customer satisfaction, systems uptime, and cost control with performance to exacting standards

Service-focused technology strategist and pending MBA frequently recruited to drive global service delivery challenges, with accolades for motivational and strategic leadership. **Confident, driven leader** with diverse expertise building focused IT organizations, eliciting consensus, and coordinating large-scale initiatives.

Technical Leadership Competencies

Strategic Planning... Business Intelligence Solutions... Technology Rightsizing... SLA Performance Standards Development... High Availability Planning... Matrix Teams... Quality Control

-
- ☐ Pivotal outsourcing manager & executive collaborator chosen to manage global vendor relations
 - ☐ Turnaround success, with **100% SLA compliance** attained with clarification of SOW terms
 - ☐ **\$2.4M savings/\$3.5M potential** with negotiations for zero-penalty removal of contracted services
 - ☐ Key shift to **long-range planning** with stabilization of service delivery and creation of 5-year forecasts
 - ☐ **Crucial buy-in for outsourced services** gained through first-in-kind employee relations campaign

PROFESSIONAL HISTORY

ABC Big Company, Chicago, Illinois, 1997—Present

Promoted throughout tenure to manage key global outsourcing relationships, taking primary oversight of \$187M Argent contract affecting worldwide IT organization, plus leadership of Service and Sourcing group at \$14B industrial supplier with operations across 5 continents.

IT SERVICE RELATIONSHIP MANAGER - GLOBAL / MANAGER OF OUTSOURCING SERVICES (2003 – PRESENT)

Direct overall customer satisfaction and adherence to SLA standards, and serve as focal escalation point for reported issues, working directly with vendor management team on resolutions. Manage and revise SLAs to ensure effectiveness, with final approval for all expenditures. Review global outsourcing budget, and prepare \$42M local budget for approval. Supervise 8-person staff plus 150 indirect reports.

- Navigated cultural and language barriers to build consensus throughout executive and internal teams for outsourcing contract; resolved varying levels of telecom support affecting access to routine services.
- **Ramped up bandwidth 23%, promoting efficiencies** through incorporation of global, standardized processes affecting all regions; utilized outsourcing partnership to achieve increased capabilities and skill sets.
- Spearheaded vendor contract transition that **boosted responsiveness 12%**, with guidance to 4-person leadership team for internal governance and standard operating procedures.
- **Partnered with executive and IT leadership** to develop/commit resources, communicate global objectives, and produce standards and procedures. Facilitated efficiency/time savings for business units.
- Improved business stakeholder relations, with increased accuracy and time savings, by developing technology forecasting and prioritization strategy in conjunction with users.
- Repeatedly recognized for service and leadership with numerous SPOT awards.

TODD WESTON

601.452.5555 — toddweston@gmail.com

PAGE TWO

ABC Big Company – Continued...

SENIOR SYSTEMS ADMINISTRATOR (2002 – 2003)

Advanced based on technical and team leadership proficiencies to oversee server operations, manage network, and administer equipment for 450 users. Collaborated with vendors to assess and prioritize network demand, and resolved availability outages. Supervised 4 direct reports in all daily operations, backup procedures, vendor relations, and troubleshooting.

- **Took key role in Sarbanes-Oxley (SOX) compliance effort**, developing policies for technical controls and audit procedures for environment management.
- **Brought uptime to 99%+** with application of network monitoring tools and training for Help Desk, vendor, and engineering teams.
- Managed Microsoft vendor contract for enterprise licensing agreement.
- Delivered reliable performance through intensive collaboration with vendors including Cisco and Black Box.
- Led technology configurations to support business expansion project, meeting with users and facilities management to design all network access points.

NORTHERN ILLINOIS IT SUPERVISOR / ADMINISTRATOR (1997 – 2002)

Accepted promotion from hands-on technical role to manage 2,500-user, 5-site operations including all servers, fiber optics, satellite links, towers, and network over 250-mile radius covering all Western Illinois operations. Coordinated technician activities and ensured timely resolution for trouble tickets.

- **Built team from ground up, maintaining morale** throughout challenging periods requiring extra tasks from limited number of employees. Resourcefully assigned variety of duties, including wiring and cabling.
- Enhanced reliability and stability, **developing new SLA standards** issued to Help Desk and vendors.
- Ensured on-time networking and cabling completion for 12 new facilities.
- Played instrumental role in cutover to Remedy database and Help Desk support system.

Major Industrial Company, Glover Creek, Michigan, 1990–1997

Recruited to deliver applications, configuration, and business analysis at \$15M niche provider of manufacturing components with global distribution base.

IS SPECIAL PROJECTS TECHNICIAN

Contributed IT support to special projects including payroll systems initiative, and trained both staff and customers in computer setup and operations tasks.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION (MBA), UNIVERSITY OF PHOENIX

BACHELOR OF SCIENCE IN BUSINESS MANAGEMENT, UNIVERSITY OF ILLINOIS, Bloomington

Certifications

ITIL – FIRST LEVEL... NOVELL... MCSE... MSHA... A+