

Brandon Lewis

IT Operations Project Manager

IT operations project manager with 10+ years of experience overseeing enterprise IT infrastructure, service management, and operational process improvements. Adept at streamlining IT workflows and ensuring system reliability.

CONTACT



(123) 555-6789



brandonlewis@example.com



LinkedIn | Portfolio



Charlotte, NC 28202

EDUCATION

Bachelor of Science (B.S.) in
Information Systems
University of North Carolina,
Charlotte, NC | May 2014

KEY SKILLS

- IT service management (ITSM)
- Incident and problem management
- Cloud operations
- Process optimization
- IT vendor management

PROFESSIONAL EXPERIENCE

IT OPERATIONS PROJECT MANAGER | ENTERPRISE TECH SERVICES,
CHARLOTTE, NC
JUNE 2019 – PRESENT

- Managed IT operations for a Fortune 500 company, ensuring 99.9% system uptime and reducing incident response times by 40%
- Lead a major IT service transformation, implementing ITIL best practices and automating workflows to enhance efficiency
- Negotiated vendor contracts, saving \$500,000 annually in IT support costs

IT SUPPORT MANAGER | CLOUDTECH SOLUTIONS,, CHARLOTTE, NC
AUGUST 2014 – MAY 2019

- Supervised a team of 15 IT specialists, improving resolution times for service tickets by 30%
- Developed a knowledge management system to streamline IT troubleshooting

CERTIFICATIONS

- ITIL Foundation Certification, June 2016
- Project Management Professional (PMP), June 2015