

Michael Thompson

Senior IT Manager

Chicago, IL 60601 | (555) 123-4567 | michael.thompson@example.com | Portfolio

Profile

Senior IT manager with 15 years of experience delivering enterprise-scale infrastructure solutions. Specializes in IT budgeting, cloud migration, and team leadership. Proven ability to reduce technology costs and enhance business continuity across global operations.

Professional Experience

Director of IT Operations | XYZ Corporation | Chicago, IL

March 2015 – Present

- Led global infrastructure overhaul, migrating 90% of systems to AWS, saving \$1.2 million annually in data center costs
- Managed \$8 million annual IT budget, restructured vendor contracts to reduce licensing costs by 25%
- Introduced disaster recovery protocols across five international offices, cutting downtime from 36 hours to under four hours
- Directed a team of 27 IT staff across three time zones, improving ticket resolution speed by 60%

IT Manager | ABC Technologies | Chicago, IL

June 2017 – April 2019

- Consolidated 14 legacy applications into a unified enterprise resource planning (ERP) system, improving department reporting speed by 80%
- Upgraded cybersecurity framework to National Institute of Standards and Technology (NIST) standards, eliminating phishing-related incidents for 18 consecutive months
- Piloted a company-wide shift to hybrid work with secure VPN rollout for 300+ employees in under 60 days

Education

Bachelor of Science (B.S.) in Information Systems

May 2010

DePaul University, Chicago, IL