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# JORDAN ROTH

Dallas, Texas 12345 ▪ 555-555-5555

[jobseeker@mail.com](mailto:jobseeker@mail.com) ▪ <https://www.linkedin.com/in/jobseeker>

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## INFORMATION SYSTEMS MANAGER

*Building and maintaining secure, reliable technical infrastructures to support critical government operations.*

- **QUALIFIED:** Offer 10+ years of success managing systems for Texas Department of Environmental Protection's (DEP) Central District, supporting 150+ users.
- **FORWARD-LOOKING:** Strategize and spearhead technical projects to increase operations efficiency and lower costs.
- **USER-FOCUSED:** Analyze systems to identify areas for improvement based on user needs. Develop, document, and enforce policies/procedures to maximize technology functionality.
- **COST-CONSCIOUS:** Prepare budgets, coordinate large IT purchases, and optimize inventory. Liaise with and monitor work of vendors and contractors to ensure timely, cost-effective delivery of outsourced services.
- **PERSONABLE:** Cultivate strong relationships with technical and non-technical staff alike, promoting friendly, approachable technical support.

**Information Systems Management ▪ Project Management ▪ Budget Preparation ▪ Systems Analysis  
Systems Design ▪ Network Administration ▪ Preventive Maintenance ▪ Information Security ▪ Purchasing  
Inventory Management ▪ Procedure Development ▪ Vendor & Contractor Relations ▪ Team Supervision & Training**

### *Colleagues say...*

"Jordan has truly proven himself a leader among his peers. He's always looking for new ways to help us leverage technology to improve our operations, in terms of costs and efficiencies. Any office would be lucky to have him!"

"Jordan is always on top of anything I request assistance on. He's knowledgeable and explains the steps he's taken to correct the issues. I love that he's always thinking one step ahead and giving us the skills to prevent future issues as well."

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## ■ ■ ■ EXPERIENCE

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TEXAS DEP, Dallas, Texas

2003 to Present

### **DISTRIBUTED COMPUTER SYSTEMS MANAGER**

Challenged to manage reliable, secure, and efficient network infrastructure for 150+ users. Oversee deployment and maintenance of PCs and communications systems. Coordinate purchasing, implementation, and management of IT inventory. Identify cost-saving opportunities and act as Central District's expert for initiating cost-cutting technical projects mandated by main office in Tallahassee. Ensure expeditious resolution of technical issues. Supervise 6 IT support staff.

### *Special Projects*

- Delivered major efficiency gains for staff conducting cross-functional inspections by building and leading team in designing new, streamlined file taxonomy structure, which also freed 275GB+ (or 34% network storage space) for Central District. Called on by other divisions to provide guidance for similar initiatives.
- Led Central District to become first DEP office to deploy building-wide Wi-Fi to facilitate mobile employee base.
- Maintained secure and high-availability computing capabilities while transporting all technical equipment during major office-wide renovation in 2010.
- Elevated conference room usability and promoted more mobile workforce by orchestrating state-of-the-art conference room technology renovations, including sourcing and implementing projection equipment for laptop users and phones to enable teleconferences. Regularly receive compliments from staff for efforts.
- Improved inventory management accuracy by piloting replacement of Microsoft Access database with AssetExplorer, serving as application expert for other districts and users.

### *Cost Savings*

- Generated substantial cost savings through replacement of 20-year-old legacy phone system with VoIP solution, educating staff on system; troubleshoot issues and liaised between upper management, technical staff, and end users.
- Drove down District costs via proactive reductions in PC resources, including repurposing workstations and leveraging docking stations. Established 5-year PC refresh cycle to anticipate annual IT needs and minimize cost impact.

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## FLORIDA DEP, continued

- Contributed to circa 90% decrease in office-wide costs by replacing physical fax machines and related phone lines with electronic system, offloading all fax work to email server.

### *Equipment Streamlining*

- Consolidated IT footprint by eliminating outdated technologies as well as documenting and organizing equipment storage within single network server room for quick access to critical tools and parts.
- Phased out older, inefficient laptops, eased updates, and ensured consistent user experience through decrease in number of checkout laptops by 50%+.

### *Training and Communication*

- Facilitated hundreds of hours of technical training, in large groups and 1-on-1 settings, for new software programs, such as Microsoft Office.
- Improved IT communication, issue resolution, and project execution by personally initiating biweekly meetings with district analysts. CIO was so impressed that he adopted and expanded meeting to include security and systems managers as well as tier-1 and tier-2 support staff.

### *Recognition*

- Received 2013 DEP Star Award (given to 200 out of 5,000 staff) from Governor Smith for outstanding performance.
- Earned DEP Employee of the Year and 3 Employee of the Month Awards for superior work ethic, proactive mindset, and successful initiatives.

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## ABC FINANCIAL SOLUTIONS, Austin, Texas

2000 to 2003

### **TECHNICAL SUPPORT SPECIALIST**

Brought on board to provide post-sales technical support for Touché Analyzer (Maxsell) proprietary banking software suite. Troubleshot wide range of environments, from standalone systems to advanced networks involving Novell, Citrix, Windows, and DOS. Participated actively in development and testing of new releases for suite of products.

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## TECHNICAL SUPPORT COMPANY, Austin, Texas

1999 to 2000

### **L2 TECHNICIAN/SUPERVISOR (OUTSOURCED TO HEWLETT-PACKARD)**

#### **L1 TECHNICIAN (OUTSOURCED TO HEWLETT-PACKARD)**

Hired to rapidly resolve customers' network, hardware, and software issues. Collaborated with level-1 technicians to mitigate complex technical problems. Led new product training for level-1 technicians. Handled difficult customer calls by reinforcing policies/procedures, maintaining positive communication, and personally mitigating issues or returning calls to level-1 technician. Played critical role as 1 of 15 level-2 technicians mentoring and supporting 300 level-1 technicians.

### *Recognition*

- Received Customer Advocate Award from HP Home Small Business Group in fiscal year 2000 (Q1) for going above and beyond expectations to ensure customer satisfaction and quick issue resolution.
- Earned Manager's Excellence Award from HP Home Small Business Group during fiscal year 1999 (Q3), gaining recognition as best technician on team of up to 30 for maintaining most efficient call averages for 1st-time issue resolution.
- Received Team Player Award from HP Home Small Business Group in fiscal year 2000 for exceptional performance among team of 20-30 employees in 1st-tier support.
- Accepted Team Player Award from HP Home Small Business group during fiscal year 2000 (Q4) after promotion from level-1 to level-2 support based on success in handling escalation calls with quality customer service and professionalism.

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## ■■■ EDUCATION AND CERTIFICATION

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**Bachelor of Science, Information Systems Technology:** University of North Texas

**Certification:** ITIL Best Practices Foundation Level

**Technical Knowledge:** Windows 7, Windows Vista, Windows 8, Windows Server, PC Hardware, TCP/IP, Cabling, SharePoint, Cherwell, AssetExplorer, Desktop Central