

JOHN SMITH

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PRODUCT DEVELOPMENT & MANAGEMENT – MANAGE MULTI-SITE, MULTIMILLION-DOLLAR SYSTEMS USING WINDOWS, LINUX, SOLARIS, AND VMWARE VSPERE

Technical Manager who manages OS and product lifecycle projects for a major employer within the financial industry teams with internal customers in addition to partners and vendors operations. Oversee large-scale global systems, including system in large, concurrent IT products, collaborating with outsourced teams data collection, product development/implementation, and testing with strategic planning and execution and progressing to team build vendor relationship management. Lead programs and teams in support **involved saving \$5MM and integrating automated testing,** effective OS solutions combined with great customer service to fur



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SCOPE OF IT/MANAGEMENT SKILLS

- ❑ Global IT Operations Management/Planning
- ❑ Product Development to Delivery
- ❑ Technology Architecture & Integration
- ❑ Data Center Delivery & Project Management
- ❑ System Consolidation & Enterprise Planning
- ❑ System & Business Analysis/Sophisticated Solutions
- ❑ Outsource/Offshore Team Management
- ❑ Multimillion-Dollar Budget Planning/Cost Controls
- ❑ Vendor Selection/Contract Compliance
- ❑ Major System Migrations/Enhancements/Upgrades
- ❑ Business Process Mapping & Improvements
- ❑ Staff Hiring/Training/Mentoring/Management

PROFESSIONAL CAREER

PRODUCT MANAGER • COMPANY CONFIDENTIAL • 2011 – PRESENT

- ❑ **Manage assets of server products and operating systems (Red Hat Linux, Oracle Solaris, MS Windows Server, and VMware vSphere) valued at \$90MM.** Oversee product lifecycle, including acquisition, contract maintenance, service delivery, product support, catalog maintenance/risk, and compliance.
- ❑ **Develop product development plans, lead resource planning activities, and develop functional roadmaps accordingly.** Work closely with solutions designers during the development, conceptualization, and introduction of customer-based solutions for new applications and standardized products.
- ❑ **Support internal customers and partners by providing cost transparency of unit pricing within the IT service catalog that enable customers to make cost-control decisions.** Provide customers (with intelligence data, such as unit costs, service levels, and overall capacity metrics).
- ❑ **Interface with infrastructure service leads (ISL) over each line of business (LOB), as well as solution designers and product managers.** Audit and review P&L's associated with each product within the portfolio. Collaborate with the finance team on reviewing and approving product costs and expenditure approvals.
- ❑ **Work with high-end vendors, including Red Hat, Oracle, Microsoft, VMware, Dell, HP, and Fujitsu.**
- ❑ **Negotiated a \$7.2MM, 3-year contract renewal with Red Hat in 2012 as Vendor Relationship Manager.** Altered the terms of the contract and secured a cost-friendly, flat agreement that eliminated costs for additional services, saving \$1M over the 36-month timeframe.
- ❑ **Served on several internal work/planning groups, such as:**
 - ✓ Chair the Hardware Introduction Working Group (introduce new servers and peripherals)
 - ✓ Member of the Distributed Technical Working Group
 - ✓ Member of the Fujitsu Core Team (manage multi-vendor services; break-fix services in data centers)