

Amina Patel

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SUMMARY

Results-driven IT leader with over 7 years of experience in managing technology solutions and driving digital transformation initiatives. Proven track record in optimizing operations and implementing innovative technologies to enhance business performance.

EXPERIENCE

Director of Information Technology

Jan 2022 - Present

Innovatech Solutions, Seattle, WA

- Led a team of 25 IT professionals, achieving a 30% reduction in operational costs through process optimization and strategic vendor negotiations.
- Implemented a cloud-based project management tool, increasing project delivery speed by 40% and improving cross-department collaboration.
- Spearheaded a cybersecurity initiative that reduced security incidents by 50% and ensured compliance with industry regulations.

IT Manager

Jun 2018 - Dec 2021

TechGlobal Corp, San Francisco, CA

- Managed IT infrastructure for a rapidly growing organization, resulting in 99.9% uptime and improved employee productivity.
- Developed and executed a digital transformation strategy that increased customer engagement by 25% and boosted revenue by \$1M.
- Implemented ITIL practices, which enhanced service delivery and reduced ticket resolution time by 35%.

Systems Analyst

Jul 2015 - May 2018

DataWise Solutions, Los Angeles, CA

- Analyzed and improved system performance, leading to a 20% increase in data processing efficiency.
- Collaborated with cross-functional teams to integrate new software solutions, resulting in a \$500K savings in annual operational costs.
- Provided training and support for new technologies, fostering a culture of innovation within the IT department.

EDUCATION

Bachelor of Science in Information Technology

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Cloud Computing, Cybersecurity, Data Analytics, Project Management

Tools & Frameworks: AWS, Azure, JIRA, ITIL