

Aria Patel

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SUMMARY

Results-driven IT Director with over 8 years of experience in managing IT projects and teams. Proven track record in implementing innovative technological solutions that enhance efficiency and reduce costs. Adept in strategic planning and execution of IT initiatives to align with business goals.

EXPERIENCE

IT Director

Jan 2022 - Present

Tech Innovations Inc., San Francisco, CA

- Led a team of 20 IT professionals to develop and implement a cloud migration strategy, resulting in a 30% reduction in operational costs.
- Improved system uptime by 25% through the implementation of a robust disaster recovery plan and proactive monitoring tools.
- Spearheaded the adoption of Agile methodologies, reducing project delivery times by 40%.

IT Manager

Jun 2019 - Dec 2021

Global Solutions Corp., Los Angeles, CA

- Managed a \$1.5 million IT budget, optimizing resource allocation to achieve a 15% year-on-year cost saving.
- Implemented a new IT service management (ITSM) platform, improving ticket resolution time by 50% within the first six months.
- Developed training programs for staff, resulting in a 60% increase in user satisfaction scores.

Systems Analyst

Jul 2016 - May 2019

Innovative Tech Solutions, Austin, TX

- Played a key role in the development of a CRM system that increased sales team productivity by 35%.
- Conducted data analysis that led to a 20% improvement in customer retention strategies.
- Collaborated on cross-functional teams to ensure seamless integration of new technologies.

EDUCATION

Bachelor of Science in Information Technology

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

Technical Skills: Cloud Computing, Project Management, Data Analysis, IT Infrastructure

Tools & Frameworks: AWS, Microsoft Azure, JIRA, ServiceNow