JOHN H. SMITH

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IT Project Manager

Versatile and hands-on Project Manager who leads teams to design and implement successful IT projects that align business and IT objectives and deliver rapid results

Project Management | Strategic Planning | Business Process Design

Energetic, driven, and accomplished Project Manager with a track record of success in managing complex IT modernization and system integration projects. Sophisticated software development and engineering skills with genuine enthusiasm for resolving business challenges through technical innovation. Solutions driver who bridges the gap between business and technology while envisioning the bigger picture. Devises strategies to align multiple disciplines, coordinating efforts between business groups and driving complex systems integration for robust, high-quality systems that solve business problems and provide business results.

- ☑ IT Infrastructure & Standardization
- ☑ Business Transformation Solutions
- ☑ Large-Scale Project Management
- ☑ Risk Management & Risk Mitigation
- ☑ Analytical Problem Solving Abilities

- ☑ Strategic Planning & Tactical Execution
- ☑ Business Continuity & Systems Security
- ☑ Budget Management & Cost Containment
- ☑ Leadership & Performance Enhancement
- ☑ Team Collaboration, Coaching, & Motivation

Professional Highlights

- ♦ **Led and implemented complex projects and Global teams**—mitigated risks, managed requirements, and worked with project stakeholders while managing expectations at the department and project levels.
- ♦ **Trusted leader** known and respected for leading successful change in projects and building credibility with executive teams and staff.
- ♦ **Top-performing leader** with record of implementing successful call center operations and IT services initiatives that increased efficiencies, reduced expenses, and increased customer and associate satisfaction.
- ♦ **Directed the relocation of a regional data center** and company regional office from Japan to Thailand; devised startup planning and managed operations within given resources, time, and budget.

Professional Experience

Brinkley Insurance Company Ltd.; Japan (2008—2012)
VP of Information Technology—Asia Pacific

Project Management | Customer Service | Infrastructure Virtualization

Top-performing senior leader and Project Manager with consistent promotional career track supporting a wide range of Global IT services including Networking, Infrastructure Support, Data Center, Help Desk, and Technical Support. Determine and adapt business requirements to IT solutions that support the business needs of 3,500 users in Asia Pacific across the IT infrastructure, supporting users to increase efficiency of business operations. Maintain strong vendor relationships, develop statement of work and implement strategic negotiations for improved services.

- Managed global teams including up to 10 direct and indirect reports; developed staffing plans, managed workloads, defined deliverables, hired resources, conducted performance reviews, and ensured compliance with established company policies.
- Captured 60% in cost savings through a virtualization project that substantially reduced the carbon footprint from over 15 servers to less than 5 servers supporting the entire Asia Pacific region.
- Spearheaded the One Notes Server consolidation and migration project—reduced server usage from 9 One Notes servers to only 1 server; improved performance and reduced maintenance efforts of engineering staff.
- Championed a new, virtual support team for level II support—provided Regional support and substantial cost-savings.

Pacific Regional Ltd.; Japan (2007—2008)
IT/BUSINESS INTEGRATION MANAGER—Asia Pacific

Global IT Strategy | Resource Management | Cross-Functional Leadership

Directed Level I and Level II Help Desk support team—managed, trained, and monitored cross-functional team of 10 members. Designed and developed IT strategy to support a Regional user base of more than 1,500 users throughout Japan, Beijing, Shanghai, Hong Kong, Australia, and India. Managed a 4-month training and project collaboration to support an integrated software SAP solutions initiative to implement at 9 facilities in Asia Pacific.

BNX South Pacific Assurance Co. Ltd., Japan (2006)
REGIONAL MANAGER, IT Service Delivery—Asia Pacific

IT Strategy | Risk Management | Regional IT Support

Led a team of 45 Level I and Level II help desk support team members providing outstanding quality IT services to 10 countries throughout Asia Pacific and serving a user base of more than 2,000. Developed IT strategy to enable growth and scalability while minimizing costs and potential risk.

Canon Tech Solutions Ltd.; Japan (2001—2005)
PROJECT MANAGER—Asia Pacific

Project Management | Stakeholder Management | Customer Service

Top-performing Project Manager leading strategic initiatives including business process automation, ERP systems implementation, and infrastructure projects for high-end clients such as KRS Tech Ltd, Asia Pacific Ltd., International Link (Japan) Co. Ltd., and Grand Primo Ltd. Led and monitored several projects with varying levels of complexity; identified and mitigated potential risks, determined project scope, managed requirements, and managed resources to support internal software development projects.

META Ltd.; Japan (2000—2001)
ROLLOUT PROJECT MANAGER/CONSULTANT

Timeline Management | Change Management | Resource Management

Directed critical, time-sensitive Windows upgrade project to support Airline Information Systems—integrated 40 offices in the Asia Pacific region within budget in only 8 months. Managed a cross-functional team of 30 project team members—managed schedules, identified and mitigated risks, and managed change control.

Resource Asia Pacific Ltd.; Japan, China (1990—2000)
REGIONAL PROJECT MANAGER/REGIONAL IS/IT MANAGER—Asia Pacific

ERP Implementation | Project Management Best Practices | Project Leadership

Managed multiple ERP application - Business Planning and Control System (BPCS) projects for manufacturing facilities throughout the Asia Pacific region. Directed on- and off-site teams of analysts and programmers and ensured project activities aligned with project requirements. Identified and mitigated potential risks; determined project scope and managed requirements.

- Managed a team of 8 project team members in the migration and rollout of Asia Pacific nodes for communications network in Japan, Hong Kong, Michigan and Brazil.

- Ensured Y2K compliance and enhanced overall operational efficiency and business performance through BPCS upgrade—led migration to multiple Asia Pacific locations.

- Led the consolidation of five AS/400s locations to main AS/400 in Japan with migration of BPCS and various AS/400 applications; the consolidation provided cost savings in resources and security management.

- Implemented cutting-edge IT and Voice infrastructure for new building facilities for the Japan regional office and manufacturing facility.

- Established large, high-performance IT teams in the Japan regional office to support IT regional operations and support; utilized local resources in Japan to establish cost savings.

Education, Certification & Affiliation

Bachelor of Business Administration—Management Information systems; State University, Waikiki, Hawaii

Information Technology Infrastructure Library (ITIL) Foundations certification, License No. ITIL/HJ445123

Member, Project Management Institute (PMI), USA

PMP Training (Project Management Professional), Tech-Pro Consulting Ltd, Japan