

SAM T. ELLIS

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Mobile 514-555-1234 ■ E-mail samtellis@careerprocanada.ca ■ LinkedIn [linkedin.com/in/infosamtellis](https://www.linkedin.com/in/infosamtellis)**TOP PERFORMING IT & SOFTWARE DEVELOPMENT MANAGER****Team Leadership****Software Design****Application Development****Problem Solving****Customer Satisfaction**

Versatile professional with outstanding experience in IT management and a proven record of accomplishment in hands-on application design and development. Expertise spanning the entire software development lifecycle (SDLC) in mission critical environments. Articulate communicator with the ability to convey technical feedback in user-friendly terms. Talented problem solver, resolving complex issues by uncovering the root cause and applying lasting solutions. A collaborative leader, with a passion for technical excellence, developing and empowering autonomous teams. Ready and willing to travel.

Demonstrated achievements in:

- Leadership & Team Building
- Budget Administration
- Policies & Practices
- Technical Documentation
- Project Management
- Business Systems Analysis
- End-User Requirements
- Object Oriented Programming
- Disaster Recovery & Security
- Technical Troubleshooting
- Network Administration
- Telephony Management

TECHNICAL SKILLS

<i>Operating Systems</i>	Windows 95-2011, XP, NT, and 7/8/10
<i>Programming Languages</i>	C#.Net, Delphi, VB, VBA, XML, SQL, and C++
<i>Web Development</i>	HTML, ASP, ASP.Net, FrontPage, and MS SourceSafe
<i>Databases</i>	SQL Server and MS Access
<i>Internet</i>	MS Outlook, Internet Explorer, and Netscape
<i>Office Applications</i>	Microsoft Office Suite (Word, Excel, PowerPoint, and Project), and Visio
<i>Telephony</i>	PBX and Nortel Switches

CAREER HISTORY**ABC Technology, Montréal, Quebec****2005 – Present**

Service organization with 100 employees in 2 call centres, processing up to 150,000 insurance claims per year.

Executive IT Manager (2017 – Present)**IT Manager (2006 – 2017)****Intermediate Software Developer (2005 – 2006)**

Promoted to oversee the full scope of IT, software development, networking, and telephony, reporting directly to the President. Train, mentor, and supervise a team of 4 technical employees. Create and manage a \$90,000 capital expenditure budget. Develop a technology strategy and implementation plan. Recommend solutions to new business initiatives and technological advancements. Manage vendor contracts and relationships. Ensure 99.9% system availability.

- Spearheaded a \$2 million re-build of a mission critical software as 'Chief Architect' and effectively implemented Microsoft best practices, design patterns, and object-oriented design in the one-year project.
- Conceived and created a network improvement strategy and oversaw a \$150,000 upgrade, enabling the organization to expand with a more robust, scalable, and faster solution.
- Redesigned and implemented a formal backup and restore procedure, slashing administration costs by 75% while simultaneously improving access to data.
- Researched, implemented, and administered corporate-wide antivirus protection, successfully maintaining a 4-year 'virus-free' record.
- Facilitated a corporate programming language change from Delphi to C#.Net and trained all technical staff, improving department productivity considerably.



CAREER HISTORY

ABC Technology (continued)

- Designed and implemented various business systems including an asset tracking system, employee time sheet tracking system, and backup scheduling software.
- Established a wide variety of departmental standards, policies, and best practices, which increased the productivity of software developers and maintained consistency in programming.
- Conceived and designed the corporate intranet site, providing easier access to shared information and improved productivity.

XYZ Telemanagement (now ABC Services), Milton, Ontario

2003 – 2005*Medium-sized telemanagement software company with 100 employees in two locations across Canada.*

Software Developer (2003 – 2005)

QA Tester (2003)

Promoted to develop various applications related to corporate software products reporting to the IT Manager. Develop and maintain structured test plans and installation procedures. Organize quality assurance efforts of third-party developers, document issues, suggest improvements, and fix discrepancies.

- Worked cooperatively with outsourced developers, effectively ensuring adherence to corporate guidelines and project scope.
- Resolved discrepancies in Delphi and C++ applications and performed peer code reviews, resulting in higher quality output.
- Proactively assisted programmers with technology development issues, enabling the department to meet and exceed corporate expectations.

FORMAL EDUCATION

Humber College, Etobicoke, Ontario, 2004

Computer Programming Diploma, Graduated with Honours

PROFESSIONAL DEVELOPMENT

Learning Tree International, Toronto, Ontario, 2000

Management Skills for the I.T. Professional
Disaster Recovery Planning for the Enterprise

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