

JESSICA LANG

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An IT Manager with 10+ years of experience specializing in developing, implementing, and maintaining IT infrastructure. A proven track record of leading diverse teams to execute large-scale integration projects and drive process improvements to enhance system reliability.

PROFESSIONAL EXPERIENCE

IT MANAGER

Excelsior Technology, New York, NY | November 2015 – Present

- Oversee infrastructure and system architecture supporting North America operations across four offices with 130+ personnel and 100+ workstations
- Lead a team of 30 IT Specialists, System Administrators, and Software Engineers, evaluate performance, and provide coaching and mentorship to team members
- Serve as a member of the Cyber Security Committee, interface with C-level executives, and deliver monthly presentations on project status and performance metrics

IT MANAGER

Brooklyn Telecom, New York, NY | May 2011 – November 2015

- Coordinated with the DevOps team and Project Management Organization (PMO) to migrate critical services from on-premises to cloud infrastructure, which ensured 99.99% server uptime and generated a \$150K reduction in annual costs
- Led the development and implementation of business continuity plans and disaster recovery protocols for the organization, which included conducting IT audits

EDUCATION

BACHELOR OF SCIENCE (B.S.) INFORMATION TECHNOLOGY

Columbia University, New York, NY | September 2007 - May 2011

KEY SKILLS

- IT Management
- Cross-Functional Leadership
- Disaster Recovery
- Project Management
- Technical Leadership

CERTIFICATIONS

- Certified Information Technology Manager (CITM), 2015
- Project Management Professional (PMP), 2013
- CompTIA Network+, 2011