

Marcus Chen

IT Manager

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📍 Austin, TX

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SKILLS

IT Infrastructure Management — ●

Project Management (PMP) — ●

Cloud Computing (AWS/Azure) — ●

Cybersecurity & Compliance — ●

ITIL Service Management — ●

Budget & Vendor Management — ●

Network Administration — ●

Team Leadership — ●

LANGUAGES

English Native

Spanish Fluent

EDUCATION

Bachelor of Science

Sep 2008 – May 2012

University of Texas at Austin Austin, TX
Information Systems GPA: 3.7

STRENGTHS

Strategic Planning

Ability to develop and implement strategic plans to achieve business objectives.

Team Management

Ability to manage and motivate IT teams to deliver high-quality results.

Technical Expertise

In-depth knowledge of IT systems, networks, and infrastructure.

HOBBIES

Reading

Hiking

SUMMARY

Results-driven IT Manager with 10+ years of experience overseeing infrastructure, cybersecurity, and enterprise systems for Fortune 500 organizations. Delivered \$2.4M in cost savings through cloud migration and process automation. PMP and ITIL 4 certified with a consistent record of 99.9% system availability and on-budget project delivery.

EXPERIENCE

IT Manager Mar 2019 – Present

Dell Technologies Austin, TX

Lead a 14-person IT team supporting 1,200+ end users across 3 regional offices; responsible for infrastructure, security, vendor management, and strategic planning.

- Directed migration of on-premises data center to AWS, reducing infrastructure costs by 38% and improving system uptime from 97.2% to 99.8%
- Managed \$3.2M annual IT budget, achieving 12% cost reduction through strategic vendor renegotiations and license consolidation
- Implemented ITIL 4 service management framework, cutting mean time to resolve (MTTR) incidents by 44%
- Led PCI-DSS compliance audit resulting in zero findings for three consecutive years

Senior IT Analyst Jun 2015 – Feb 2019

Accenture Dallas, TX

Provided IT systems analysis and project leadership for enterprise clients in financial services and healthcare sectors.

- Deployed enterprise-wide Active Directory and Microsoft 365 rollout for 800-seat financial services client, completing 3 weeks ahead of schedule
- Designed network segmentation strategy that reduced attack surface by 60%, eliminating two critical vulnerabilities
- Mentored team of 6 junior analysts; 4 received promotions within 18 months

IT Systems Administrator Aug 2012 – May 2015

JPMorgan Chase New York, NY

Administered Windows Server, VMware, and Cisco environments for a 500-user trading floor operation.

- Maintained 99.95% uptime on 120+ virtual servers supporting high-frequency trading operations
- Automated patch management using SCCM, reducing exposure window from 14 days to 48 hours

CERTIFICATES

Project Management Professional (PMP)

2020

Project Management Institute

Globally recognized project management certification

ITIL 4 Managing Professional 2021

AXELOS

Advanced IT service management certification

AWS Certified Solutions Architect – Associate

2018

Amazon Web Services

Cloud architecture and deployment certification

PROJECTS

Cloud Migration Project

2018-2019

Project Manager

Migrated 100+ servers and 500+ applications to the cloud, resulting in 30% reduction in costs and 25% improvement in performance.

AWS • Azure • Google Cloud

Cybersecurity Implementation Project

2015-2016

Project Manager

Implemented cybersecurity measures, including firewalls, intrusion detection systems, and encryption, resulting in 90% reduction in security incidents.

Firewall • IDS • Encryption