

Sample Traditional Résumé Presentation

GEORGE L. HANSEN

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GLOBAL C-LEVEL IT & BUSINESS SOLUTIONS EXECUTIVE

Strategic IT Planning & Organization • Project Management • IT Security
ERP • ERM • Sarbanes-Oxley • M&A • Acquisition Integration • Disaster Recovery
Vendor Relations • Crisis Management • Cost Containment • Budget Control • Six Sigma
Process & Service Improvement • Service Level Agreements & Metrics • Technology Procurement

- ❑ Valued as an innovative technology business professional – created and manage world class enterprise-level IT profit centres across industries ranging from financial services to grocery/foodservice, manufacturing, customs brokerage/freight forwarding and insurance.
- ❑ Combine a business mindset with IT expertise to develop integrated strategies, such as sales force automation, that leverage technology as a competitive advantage – introduced a new business approach to ORGANIC BEST CANADA to transition IT into an active business partner and leveraged efficiencies across all units to streamline processes and reduce error.
- ❑ Able to deliver multi-million dollar cost savings – cut IT spend \$5 million for ARTHUR ANDERSEN & CO. through an aggressive procurement management strategy.
- ❑ Chaired Global, North American, and Domestic technology committees.

Technology Needs Analysis & Governance • Negotiations • Strategic Partnering • Customer Service

PROFESSIONAL EXPERIENCE

BUSINESSGATE LIMITED, Toronto, Ontario, CANADA 2005 – Present
Provider of investment management and record keeping solutions for Canadian companies.

Consulting VP & CIO

Work with the CEO and COO. Assess and oversee all aspects of the IT organization, including risk management, infrastructure, applications, security, IT skills and service delivery. Provide mentoring and guidance to the VP IT in his daily management, decision-making and business servicing responsibilities. Oversee all IT and back office processing, such as document management, contributions, redemptions and trade transaction processing.

- Transitioned from IT consulting to the executive team; instilled a corporate mindset, a formal structure, discipline and controls; changed the firm's culture to focus on sales and service.
- Developed GAP analysis and a strategic application roadmap in support of the firm's business goals and objectives; improved 'time to market' on projects and implemented an aggressive sales and marketing strategy that increased sales and improved client retention.
- Implemented a series of IT management controls to improve the monitoring, prioritization and workload throughput; enabled execution of more timely and efficient business change.
- Migrated successfully to an outsourced Data Centre and Network and Security management model; upgraded the technology, improved security and risk avoidance, and produced a faster, more reliable and qualitatively better IT environment within the same cost structure.
- Worked with key business personnel to address lingering quality issues with the applications and databases; improved service uptime to a consistent 99%+ (a 5% uptime enhancement) for a more reliable business environment.
- Drove efficiencies and process reengineering throughout the organization; improved processing time 40%, client satisfaction 80% and reduced average client complaints/month from 60 to 4 within six months.
- Aligned the IT services model to provide competitive advantages in securing new business, and played a key role in selling IT and business effectiveness to acquire new business.

Today's Traditional Résumé

■ Focus is on your past accomplishments

- ❖ The Traditional Résumé has evolved to this point, and it is well-accepted as standard
- ❖ It is concise, value-driven and relies heavily on achievement over the most recent 8-10 years
- ❖ Value statements in place of the boilerplate paragraph
- ❖ Accomplishment-based bullets with metrics

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ENABLING ORGANIZATIONS TO EXCEL

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GLOBAL BUSINESS ADVISORS, Toronto, Ontario

1998 – 2004

One of the world's largest professional services organization.

CIO / Canadian Technology Service Delivery Leader

Led IT strategy, application development and service delivery for the Canadian division. Managed a multi-million dollar annual IT budget and cross-functional IT professionals across 20 offices. Oversaw all Tier-1 vendor relationships, cultivated business relationships with the 500 partners and 3,700 national staff, and provided strategic IT guidance to member firms in Mexico, Bermuda, and the Caribbean.

- Spearheaded the seamless standardization of technologies, applications and services following a merger; reduced the overall IT spend by approximately \$20 million and built an IT organization ranked as one of the top in PwC globally.
- Spearheaded the implementation of integrated firm-wide tier one business applications such as PeopleSoft, Oracle Financials and Documentum; enabled key competitive advantages, internal efficiencies and regulatory controls.
- Developed and implemented critical internally-developed applications such as account management - time and expense, financial service systems, client audit reviews, Sarbanes-Oxley controls and B2E / B2C / B2B web services.
- Served as an active member of the global ERP product review; selected SAP and monitored its worldwide implementation progress.
- Executed an IT effectiveness and assessment review of the current technology states of the two firms; merged two distinct IT cultures within 12 months – met all mandates to integrate technologies and services, consolidated data centres through selective outsourcing and procurement strategies, and reduced headcount 30% while increasing overall service levels.
- Managed IT as a portfolio of capabilities; selectively invested in innovative leading-edge technologies, established a strategic measurement decision making process for IT investments.
- Developed and implemented an ERM plan including an enterprise Disaster Recovery Plan, Crisis Management Program, hot site, fully redundant critical IT services and full security accesses and controls – successfully safeguarded data and minimized service interruptions during the 2003 Toronto power outage.
- Provided strategic technology consulting to member firms and external clients; added new revenue sources of \$1 million/year to the department.
- Helped develop the global IT governance model, enterprise architecture and allocation model.
- Selected to Chair the organization’s Global Technology Advisory Committee (2001), a multi-national body overseeing global IT strategy, technology standards and conformance.

EDUCATION

Bachelor of Arts, Business & Accounting, University of Toronto

PROFESSIONAL AFFILIATIONS

CIO Committee, Conference Board of Canada

2004

COMMITTEE & TASK FORCE SERVICE

Canadian Crisis Management Committee

2002 – 2004

Canadian ERP Review Task Force

2001 – 2004

Global Technology Advisory Committee (Chair, 2001-2002)

1998 – 2004

Global Outsourcing Task Force

1999