

# CHRISTOPHER E. SHUMAKER

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## Director Of IT

**Tech-savvy, pragmatic problem solver, and highly accomplished Tech professional with extensive experience in leading cross-functional development and support teams to sustain efficient and seamless organizational operations.**

Demonstrated excellence in delivering strategic direction for ITIL related processes to attain optimum outcomes. Equipped with advanced knowledge of attaining best results from projects by leading cross functional teams, liaising with stakeholders, assessing company & end user requirements, and designing architecture to surpass desired goals. Skillful at supervising and deploying complex projects from initiation through delivery within restricted timelines and budgetary constraints. Adept at increasing productivity by improving existing processes and reducing operational costs. Instrumental in conducting in-depth systems analysis, identifying vulnerabilities, and devising robust improvement strategies. Out-of-box thinker with exceptional communication, leadership, decision-making, strategic planning, and problem-solving skills.

### AREAS OF EXPERTISE

Operations Management | IT Policy/Process/Procedure Development | ITIL IT Service Management | IT Budget & Financial Management | Continuous Process Improvement | Contract Negotiation/Management | Agile Project Management | Vendor Management | BI Development & Implementation | Cross-Functional Collaboration | Team Building & Leadership

### TECHNICAL PROFICIENCIES

**Platforms:** Windows Server, Windows Desktop, Linux, OSX, Microsoft 365 Admin, Microsoft SQL Server, LAMP

**Tools:** Microsoft Office Suite, SharePoint, Teams, Visio, Project, Tableau, Service Desk Plus, Darktrace Antigena Enterprise Auto Immune System, SQL SSMS, Toad, Visual Studio, Eclipse, Apache, MySQL, PHP, Vista by Viewpoint

**Hardware:** HP and Dell Servers, HP SAN, desktops, laptops

### PROFESSIONAL EXPERIENCE

**Brace Industrial Group/BrandSafway, Houston, TX**  
Director of IT

**2014 to Present**

Build high-performing teams through effective training, mentorship, and team development strategies, such as regular individual and group meetings. Conceptualize and develop technological plan for achieving C-Suite and Board of Director objectives. Implement ITIL based help desk system, including self-help portal for employees. Oversee enterprise IT budget involving all software, infrastructure, servers, copiers, and cellular devices. Direct implementation of enterprise-wide ERP, and inventory control software. Negotiate internet, copier, cellular, computer/laptop, and infrastructure contracts and pricing.

#### ***Selected Accomplishments:***

- Developed IT standards, processes/procedures, and system automation, resulting in 92% reduction in trouble tickets, 60% minimization in resolution times, and 60% increase in customer satisfaction.
- Designed and executed processes and procedures for project management and software evaluation, including end-to-end project lifecycle and ROI calculations.

- Spearheaded several projects, including ERP Implementation, profitability evaluations, HR demographics, HSE, and business development dashboarding while serving as project manager.
- Created, tested, and implemented disaster recovery system that enabled a five-day recovery from a ransomware attack.
- Achieved average savings of 33% with worth of over \$60,000 by implementing and managing cellular cost reduction.
- Created, tested, and implemented hybrid and full cloud migration for on premise file servers and application servers to Microsoft 365 and Azure.

## Exel Logistics/DHL Logistics, Houston, TX Infrastructure Analyst

2004 to 2014

Utilized MS SQL, LAMP, and Pentaho BI servers to develop and maintain data warehouse and intranet solutions for presenting operational metrics and invoicing data. Consolidated numerous sources of information and databases into single coherent database for seamless analysis. Led P&L project and proactively contributed to IT/IM budgets and audits. Created, deployed, and maintained four LAMP servers. Served as Infrastructure Technician for logistics warehouse with 500 users, 300 computers 100 laser printers, 100 Zebra printers, 28 Windows 2000/2003 servers, and six Linux servers. Designed and set up Windows 2003 Active directory test environment encompassing two Windows 2003 proxy server, SQL 2000 Enterprise server, Exchange 2000 server, and four Linux servers.

### *Selected Accomplishments:*

- Increased accuracy, efficiency, and reporting capabilities of all departments by planning/initiating PHP web projects and developing several operational processes.
- Played key role in successful delivery of multiple projects, that achieved \$1M in savings and renewed contract for 3 years.
- Tested and procured latest products to boost warehouse productivity.
- Maximized IT department overall performance within initial six months by automating day-to-day tasks via VB scripting.

## ADDITIONAL EXPERIENCE

Contractor | TEK Systems, Inc., Houston, TX

LAN/WAN Administrator | ABS Pumps, Inc., Meriden, CT

## EDUCATION & CREDENTIALS

Bachelor of Science in Marine Science, Biogeochemical Oceanography  
Texas A&M University, College Station, TX

## CERTIFICATIONS

ITIL Foundation | SSGI Agile Leader | 2022 OnCon Icon Top 100 Technology Professional Award Winner | Essentials of Leadership 1 & 2 | MS SQL 2014 and MySQL | PHP & HTML | Designing a Microsoft Windows 2003 Active Directory and Network Infrastructure | Planning, Implementing, and Maintaining a Microsoft 2003 Server Active Directory Infrastructure  
Microsoft Office 2003 Specialist Master Level