

Christopher E. Shumaker

cshumaker123@gmail.com • (936) 402-2606
[LinkedIn Profile](#) • Dayton, TX, 77535

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Dear Hiring Manager:

With over 20 years in the IT industry, I am an executive leader that delivers seamless, streamlined technical operations by designing innovative technology solutions that help organizations move past operational challenges and excel. Servant leader who sees the big picture and relies on his leadership skills and transparent style to gain buy-in and solve problems.

My career history demonstrates my outstanding communication and leadership skills as well as my reputation for being organized and dependable. Throughout my career I have been driven by challenge, undeterred by obstacles and committed to furthering standards of excellence. I have enjoyed a dynamic career in IT leadership roles developing team performance, managing IT assets, and supporting IT infrastructure, applications, and IT solutions. I've owned several high-profile business objectives that immediately reduce costs, mitigate risks, and improve service delivery. I am ready to apply the education and diverse experience I've earned in pursuit of a new challenge.

I am well versed in evaluating performances to assess challenges, understand business drivers, leverage competitive advantages, and reveal opportunities to advance efficiency and streamline processes. Further, my record of leadership in multiple industries has resulted in measurable benefit to companies like Brace Industrial Group, Exel Logistics, and TEK Systems, Inc.

Below are some examples of the value I can bring:

- Led a lean team as Director of IT for a \$300M construction company with up to 3,000 employees, driving efficiency while transforming the perception of IT from a cost center to a key enabler of strategy.
- Streamlined barcode scanning and picking by kitting out forklift drivers with HP tablets to drive \$1M/month in labor cost savings for a key Fortune 500 customer, resulting in renewed 3-year, \$40M/month contract.
- Successfully led IT integration activities for company as it grew from \$160M to \$300M revenue and from 1,000 to 3,000 staff, while reducing IT team from 8 to 3 staff through continuous streamlining.
- Reduced help desk tickets by 92% and resolution times by 60% and increased customer satisfaction by 60% by standardizing from three vendors to one vendor and automating tasks.
- Saved considerable time and money by using SQL, LAMP, and Pentaho BI servers to consolidate disparate finance and invoicing data into a unified database and reduce the number of reports by 50% from 300 to 150.
- Automated IT onboarding to reduce the time to deploy equipment by 50% and designed and implemented a quotation system that cut reporting from 2 hours to 2 minutes.
- Developed IT strategies for presentation to the C-suite and Board of Directors and managed an enterprise IT budget of up to \$1.3M for software, infrastructure, servers, and mobile.

I look forward to speaking with you and learning more about the position. Until then, thank you for your time and consideration.

Sincerely,
Christopher E. Shumaker