Clyde Oliveira

IT Manager

Charlotte, NC · clyde.oliveira@example.com · (704) 555-0193 · LinkedIn

SUMMARY

IT manager with 6 years leading infrastructure, helpdesk and vendor relationships for a 400-employee logistics company. Manages a team of 5 and a $680K annual budget, cut unplanned downtime by 35% after a server refresh, and renegotiated 3 vendor contracts for $120K in annual savings. Known for calm incident response and plain-language updates to leadership.

EXPERIENCE

IT Manager — Harrowgate Logistics

Charlotte, NC · May 2022 – Present

- Lead a team of 5 (2 sysadmins, 2 helpdesk, 1 network engineer) supporting 400 employees across 3 warehouses and a headquarters office.
- Managed a $680K annual IT budget, cutting it by $95K through a vendor renegotiation and retiring 2 underused software licenses.
- Led a server and backup refresh that cut unplanned downtime from 14 hours to 9 hours a quarter and shortened recovery time from a day to 3 hours.
- Rolled out a new ticketing system and SLA structure, raising first-response compliance from 68% to 94% across 1,400 monthly tickets.
- Ran vendor selection for a new MSP covering after-hours support, cutting after-hours incident response time from 90 to 25 minutes.

Senior Systems Administrator — Piedmont Freight Solutions

Charlotte, NC · Feb 2019 – Apr 2022

- Administered 220 endpoints, 12 servers and the Active Directory environment for 3 offices, maintaining 99.6% uptime on core systems.
- Led the migration of email and file storage for 180 users from on-prem Exchange to Microsoft 365, completed over 2 weekends with no data loss.
- Wrote the disaster recovery plan and ran 2 tabletop exercises a year with the operations team.

SKILLS

Infrastructure: Windows Server, Active Directory, VMware, Microsoft 365, Azure (basic), backup and DR planning

Networking: Firewalls (Fortinet), VPN, VLANs, basic routing and switching

Service management: ITIL fundamentals, ServiceNow, SLA design, change management

Leadership: Budgeting, vendor negotiation, hiring and coaching helpdesk staff, incident response

CERTIFICATIONS

CompTIA Project+, 2021

ITIL Foundation, 2020

EDUCATION

B.S. Information Technology, University of North Carolina at Charlotte, 2018

Fictional example by FindAJobAI: the person, employers and numbers are invented.