



Douglas S. Ames

"Looking forward to relocating."

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Senior I.T. Professional



~ delivers award-winning I.T. solutions ~

- Over 20 years' I.T. experience from systems technician through several management roles, culminating in current role as Director, Information Technology.
- All experience has been in a 24.7.365 real-time environment that developed calm crisis management skills and ability to accurately and quickly diagnose problems.
- Strong technical background ensures thorough project knowledge; further, interest in sales and marketing developed appropriate I.T. business solutions strategies.

Proven Record of Delivering:

- Capital Projects Management
- Leadership & Team Building
- Executive Presentations
- Strategic Planning
- **Also:** MCSE Certification and Award-winning employee
- Budget Management
- Multi-site Operations
- Outsourcing Strategies
- E-Commerce
- Customer-centric Solutions
- Performance Management
- Efficiency Improvement
- Consensus Building

"It is rare to have an I.T. leader so customer focused . . . you view the departments you serve as customers." - comments from Performance Review, (date)



Career Notables:

- Inaugural winner of President's Achievement Award, The Written Press.
- Groomed for role as Director, I.T. while in position of Manager; in addition to in-house management courses, completed manager's course with Schulich School of Business.
- Launched revenue-generating platforms: the self-serve news release portal generates 5% of the organization's annual revenue; ABC project generates a further 10%.
- Slashed escalated trouble tickets by 75% and improved staff morale by redistributing staff responsibilities: help desk staff now contribute to understaffed operations issues.
- Launched annual performance review, with a "twist": requested staff to submit informal self assessment; strategy led to succession planning and improved workplace morale.