

MICKEY MOUSE

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CAREER TARGET: DIRECTOR OF OPERATIONS

Possess 13+ years' management and executive-level operations experience. Exceptional results in leading complex global programs and projects, engineering 180-degree turnarounds for previous inefficiencies, and motivating large, diverse teams to exceed expectations. J.D. and B.A. degrees.

Background includes management of all operational functions within an organization and department, with continual success in implementing and improving large-scale IT/network infrastructures. Expertise in identifying critical problem areas and devising action plans that generate substantial improvements (as evidenced by customer feedback, supervisor evaluations, and time/cost savings). Use a positive leadership style in managing cross-functional groups. Strong international experience.

- Strategic, Visionary Organizational Leadership
- Public Speaking/Presentations; Spokesperson Role
- Process Streamlining, Automation & Reengineering
- Large-Scale Team Building, Training & Coaching
- Operation Transitions, Relocations & Consolidations
- Multimillion-Dollar Asset Accountability & Protection

*"One of the finest staff officers with whom I have worked, AND one of my best leaders...his innovative solutions were instrumental toward the College accomplishing its mission well below budget...Comm School has made tremendous strides during his tenure as Director...has set a superb example...I want to work with this Officer again, anytime, anyplace."
- Excerpts from Performance Evaluations, 2006-Present*

PROFESSIONAL EXPERIENCE

Director of Administration and Operations – Company X – City, VA – 2010-2012

Directed all aspects of Operations Support section that provides administrative, budget, IT, logistics, personnel, and other resources to the Executive Director, senior staff members, faculty, and student body. Led team of 8 that included Deputy Administrative Officer. Planned and administered \$500,000+ annual operating budget. Managed all internal and external administrative policies, procedures, and regulations. Assessed the section's mission, tasks, objectives, and other areas; created strategies to turn around operations with areas of inefficiency.

- **Led a major restructuring and consolidation initiative** that involved IT, financial, supply, maintenance, and International Military Officer functions at the university level. Secured buy-in from initially reluctant team members and set the foundation for the continued success of a modernized operation primed for the 21st century.
- **Saved more than \$60,000 in material printing costs** by facilitating transition of curriculum and grading to Blackboard technology that improved academic management and accountability significantly.
- **Improved IT support response time by 50+%** through introducing process improvement strategies for tracking trouble calls and maintaining asset accountability. Achieved 100% compliance with required IT certifications, collaborated with multiple stakeholders on new student database, and streamlined student registration through IT solution.
- **Prepared and presented executive-level recommendations** for updates to organizational mission statement and personnel assignments that improved their alignment with academic/operational aims; recommendations approved.

School Director – Company X Communications School – City, VA – 2008-2010

Led team of 100 across Administrative, Operations, and Academics areas (including 8 management-level direct reports) in providing top-level support for IT education/training programs attended by entry to mid-level managers. Identified and focused efforts on resolving several mission-critical issues, working with the staff in a mutually supportive environment.

- **Addressed and fixed 4-year program gap in compliance** with policies for managing formal schools affecting all 3 primary courses. Resolved inconsistencies and established annual audit cycle to review training curriculum.
- **Led implementation of Instructor Professional Development program** that incorporated military and commercial training standards. Achieved 100% completion within 18-month period, ensuring full training for all instructors.
- **Secured executive-level approval to shift property accountability** to School Director; fixed multi-year records discrepancies, set new property baseline, and expertly managed multimillion-dollar equipment/facility assets.

Senior Communications Officer – Company T – Camp Piggybank NC – 2006-2008

Promoted to serve as Principal Advisor and Senior Communicator to top-level executive for the Company T. Ensured required voice, data, and video communications for primary operation under supervision as well as other connected organizations residing in Iraq. Supervised, mentored, and evaluated 8 direct reports that included executive, management, and specialty personnel. Defined operational responsibilities and priorities for the unit that supported multiple activities.

- **Transformed small base with inadequate support into a state-of-the-art operation** with vastly improved communications capabilities, including voice, data, internet, and all other applications. Enabled on-site maintenance and repairs as well as substantially enhanced customer service delivery.
- **Directed execution of integrated IT network architecture** to support distributed/decentralized customers; oversaw communication section successfully during this period of multiple unit turnovers.
- **Evaluated lifecycle of multimillion-dollar communications equipment** for global implementation; led the physical expansion of an expeditionary base network that transitioned operations from a tactical to a commercial enterprise.

Operations Director – Company Y– Camp Piggybank, NC – 2005-2006

Developed strategic planning and provided executive-level leadership to operation with ~1,200 personnel, supervising 7 direct reports. Advised the leading executive officer on asset and resource utilization, coordinating efforts with other units and serving as the primary representative for the operation's positions/goals. Managed preparations for overseas program launch, including planning, equipment and resource allocation, technical/maintenance guidance, and team supervision.

- **Led all aspects of \$30 million IT network commercialization project** for expansion of a base network. Developed plan and directed team of skilled Subject Matter Experts in all aspects of installation (fiber, cable, switching equipment, etc.). Managed 6-month initiative to meet time, budget, and quality objectives.
- **Ensured highest level of support for 12,000+ customers** in managing staff planning, coordination, and support for daily functions of integrated IT network infrastructure. Developed all policies/procedures to support organizational objectives and led execution of network that met all distributed customers' needs.
- **Coordinated with executive management to receive 530 personnel** from another operation to replace the 8th Battalion while concurrently overseeing departure of 460 team members, with zero interruption of service to customers.
- **Instituted much-needed improvements to help desk** that enhanced ability to monitor quality control metrics and provide a more rapid response to 2,500 customers (inheriting and reversing prior history of neglect).

Action Officer – Company X Headquarters – Washington, D.C. – 2001-2004

Managed broad range of assignments, working closely with other departments that included Training and Education, Manpower, Requirements, and Fiscal. Represented and advocated for Company X communications requirements.

- **Ensured 100% preparation for 100s of team members** for their deployment on U.S. Navy ships, with a focus on C4 requirements (Command, Control, Communications, Computers). Identified problems and created strategies for resolution, receiving commendations from upper management on efforts.
- **Proactively engaged Navy operations to synchronize installations** of communications systems to ensure full readiness for upcoming deployments in which employees went aboard ships.

PREVIOUS POSITION: Senior Communications Officer, Company X Unit - directed team of ~74 in providing communications for command. Engaged in extensive coordination and collaboration with internal/external organizations. Worked within highly intensive environment, leading large, cross-functional team in accomplishing mission objectives.

EDUCATION & CREDENTIALS

Juris Doctor – University of Michigan Law School – Ann Arbor, MI

Bachelor of Arts – University of Michigan – Ann Arbor, MI. Major: Political Science