

ELLEN J. HARRIS

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Senior IT Executive

Consumer Packaged Goods, Technology, Communications, Manufacturing

Innovative IT executive and business builder recognized for winning \$2.6 million in new business and saving \$600,000 in annual procurements costs. Create competitive business advantages through application of leading-edge technologies. Utilize vision of technology's future to align IT goals with business objectives. Strategic leader, skilled in on-time, on-budget delivery of technical system integrations. Achieve success by identifying opportunities and applying technology-based solutions through expertise in:

- IT Alignment
 - Business Development
 - Technology Leadership
 - Customer Integration
 - Cost Control
 - Systems Integration
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CAREER PROGRESSION

HEWLETT-PACKARD, Paramus, NJ 2007 – 2008
\$80 billion worldwide manufacturer and distributor of computer hardware, printers, peripherals, software, and business enterprise solutions.

Unified Communications Architect

Champion and position unified communications technologies as convergence platform for business communications.

- Produced \$450 million in new business opportunities by recovering \$86 million in legacy accounts receivables.
- Presented knowledge of industry hardware changes that convinced client to purchase \$2.6 million in new technology products.
- Designed \$2.6 million purchase for hardware, software, and licensing from major vendor after performing high-level discovery and assessment analysis for systems conversion.

E&J MANAGEMENT CORPORATION, Albany, NY 2004 – 2007
Mid-size real estate company expanding its growth in the commercial market.

Director Technical Planning

Managed 17-member team and two budgets totaling \$1.8 million while directing technology implementations and preparing project P&L statements.

- Contributed to \$2.1 million growth and expansion in commercial real estate by creating technical infrastructure including SQL database to sustain messaging technologies.
- Raised network efficiency 6% and staff productivity 15% by limiting IT spend to software licensing and hardware and leveraging virtualization products to create test segments for production applications.
- Managed and analyzed client behavior by implementing SQL database that catalogued 108,000 accounts with 8% in high-performance category and 22% in development category.
- Reduced IT spend 9% by consolidating hardware redundancies and legacy software packages.

E.NFRASTRUCTURE TECHNOLOGIES, INC., Albany, NY 2001 – 2004
Privately held provider of technology infrastructure management solutions, including deployment, support services, and managed staffing for the public sector, financial services, and retail industries.

Senior Consultant, Exchange Projects

High-profile position managing 34-member team of indirect reports migrating clients to high-performance messaging technologies.

- Awarded three-year, \$3.8 million service contract for product services using Exchange, Active Directory, and SQL server technologies that contributed 22% EBIT improvement to budget.
- Converted 250,000 accounts in 24 months of four-year forecast by aligning client specifications with consumer awareness of product features.
- Generated \$200,000 in additional client revenue while increasing uptime 92% and reducing support costs 96% by converting 250,000+ clients to high-performance Microsoft and IBM technologies.

GEORGIA-PACIFIC, Norwalk, CT

2001

One of the world's leading manufacturers and marketers of tissue, packaging, paper, pulp, building products, and related chemicals.

Information Resource Specialist

Retained to lead transition team in systems integration of Fort James into Georgia-Pacific headquarters in Atlanta, GA, after acquisition. Managed 13-member team in three conversions from Lotus Notes to Exchange 5.5 and upgrade to Exchange 2000 and Exchange 2003 beta messaging platforms.

- Saved 42% in provider costs by deploying corporate communications products through dedicated public folder server technology that reached 43,000 worldwide employees.
- Improved system uptime to 99.6% by aligning network, application, and messaging services with migration plan.
- Reduced internal threats 30% by validating penetration test results and delivering security/risk model for Exchange encrypted messaging services.

FORT JAMES, Norwalk, CT

1999 – 2001

Marketer and manufacturer of paper-based products with 60 facilities in the United States, Canada, and Europe. Acquired by Georgia-Pacific in 2000.

Manager, Special Projects

Recruited as E-mail Analyst then promoted in 11 months to Manager, Special Projects, to manage messaging system conversion from Lotus Notes to Exchange 5.5, system maintenance, anti-virus, and hardware/software deployment projects.

- Reduced call costs 93% by constructing functional service-focused help desk to resolve connectivity issues through Remote Access Systems (RAS) and Virtual Private Network (VPN) access technology.
- Redesigned offsite daily tape storage schedule and implemented secured media storage area that reduced tape storage costs 20%.
- Exceeded scheduled deliverables projections 18% by implementing enterprise eCommerce system that tracked order volume and order frequency of retail products.

KRAFT FOODS, White Plains, NY

1996 – 1999

World's second-largest food and beverage company marketing many popular brands across 155 countries.

Manager, Help Desk

Oversaw help desk staff and ensured quick resolution of client issues by monitoring, tracking, and coordinating help desk functions.

- Increased response time 15% by maintaining well-trained staff, consulting with project leaders on implementations affecting client community, and developing centralized communications model to minimize client disruptions.

EDUCATION**M.B.A., Executive Management**

LUBIN SCHOOL OF BUSINESS AT PACE UNIVERSITY, New York, NY

M.S., Telecommunications

PACE UNIVERSITY, SCHOOL OF COMPUTER SCIENCE AND INFORMATION SYSTEMS, White Plains, NY

B.S., Computer Science

PACE UNIVERSITY, SCHOOL OF COMPUTER SCIENCE AND INFORMATION SYSTEMS, Pleasantville, NY

PROFESSIONAL TRAINING**Microsoft Office Communications Telephony**, Orlando, FL, and New York, NY**Windows 2008 Server**, Houston, TX**Microsoft Exchange 2007**, Baltimore, MD