

TODD R. KILE

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MANAGER OF INFORMATION SYSTEMS

Highly motivated IT professional eager to manage, develop and implement information-systems technology solutions to meet your company's needs and exceed your expectations.

PROFESSIONAL PROFILE

- Senior-level IT professional with a proven record of accomplishment of applying appropriate, practical technology that meets business needs while minimizing risks and costs.
- Excellent project manager who coordinates communications, information, and professionals to meet technology needs and evaluates progress while assuring smooth, efficient projects and activities.
- Exceptional critical-thinker and problem-solver with keen ability to resolve technology issues, provide ideas for system enhancements, analyze business processes for improvement, define and develop highly successful automated solutions, as well as find solutions where others have failed.
- Strong interpersonal, written and verbal communicator who can deliver effective presentations, consult on technology projects and maintain collaborative relationships with clients and staff.
- Customer/Client communication skill in gathering requirements, confirming plans and designs, planning execution and implementation, as well as managing support.
- Superior record of accepting new responsibilities and delivering high-quality results.

AREAS OF EXPERTISE / SKILLS

- Requirement Analysis
- Technical Writing
- Business Process Improvement
- Project Development and Management
- Quality Assurance
- Alternative Solution, Cost and Best Identification/Evaluation
- Systems Security Policy Creation and Implementation
- Problem Troubleshooting and Resolution
- Staff Training and Development
- Experienced with Windows, UNIX, LINUX, MS Office, Project, Visio, HTML/web publishing, network infrastructures and security.

PROFESSIONAL EXPERIENCE

IT Consultant/Owner, Todd Kile – IT Consulting, Oak Creek, WI **2007 - Present**

- Provide a variety of IT solutions, services and support for business and residential customers.

Director of Systems, *Credit Management Control, Inc.*, Racine, WI **1997 - 2006**
Member of senior management responsible for all systems-related operations, projects, research and development for headquarters in Racine, WI, and branch office in Bloomington, MN.

- Implemented data mapping software that reduced outsourced programming costs by 70%.
- Configured and managed Predictive Dialing/Integrated Voice Response system.
 - Increased outgoing call volume by over 500% and reduced idle call time.
 - Allowed consumers to access account information and pay balances over the telephone 24/7 with no human interaction which reduced the need for additional staff.
- Supervised administrative department consisting of 10 team members.
- Created technical documentation for staff and clients.
 - Instruction manuals and procedures for various tasks in all departments.
 - Flowcharts and diagrams for troubleshooting and visual presentations of procedures.
 - Corporate security policy to prevent internal and external security threats.
 - Technology articles for company newsletters and web sites.
- Designed and maintained multiple company web sites and intranets.
 - Designed and maintained a web site for a client that allowed consumers to pay online.

- Developed automated client strategies to ensure that client specifications and requirements were met.
- Communicated with senior management and clients to discuss systems-related projects and concerns.
- Established Virtual Private Networks (VPN's) for company and client connectivity.
- Administered UNIX, Linux and Windows Server networks.
- Programmed and maintained PBX phone systems connecting multiple offices via PTP T1 connections.

Avionics Technician/Mechanic, *American Trans Air, Milwaukee, WI* 1994 - 1996

- Troubleshoot and repaired all avionics, electrical and mechanical systems on commercial aircraft.

Avionics Technician/Mechanic, *Delta Airlines, Atlanta, GA* 1991 - 1994

- Troubleshoot and repaired all avionics, electrical and mechanical systems on commercial aircraft.

MILITARY EXPERIENCE

Avionics Guidance and Control Systems Specialist, *United States Air Force* 1987 - 1991

- Specialized troubleshooting, calibrating, and repairing of aircraft avionics and electrical systems and components on military aircraft.
- Reviewed technical documentation, including maintenance diagrams and procedures, to ensure they were accurate and clearly written.
- Honorably discharged upon completion of four-year tour of duty.

EDUCATION

University of Phoenix / *Milwaukee, WI Campus*

- Bachelor of Science in Information Technology, July 2006
- Graduated with Honors with a 3.98 GPA