





JADE ROSENTHAL

IT PROFESSIONAL

CONTACT

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SKILLS

Business Operations

Cloud Computing & Storage

Contract Management & Negotiation

Customer Service

Data Analysis

Google Workspace

Inventory & Information System Management

MS Office 365 / Google Drive

Networking / VPN Management

Open AI (ChatGPT) / Google Gemini

Policy & Procedure Implementation

Process Improvement

SOC2 Audit & Compliance

Team Leadership / Management

Vendor Relations

Windows / Mac / Linux OS

Workflow Optimization

EDUCATION

Erie Community College

Computer Science
2014-2017

SUMMARY

Exceptional IT Operations Manager focused on successful team building, cost-cutting, and IT operational improvements. Determined to cut costs without impacting quality of products and services. Reliable team player committed to building high-performing teams.

WORK EXPERIENCE

IT Operational Manager

Mongoose Research Inc

2023-2024

- **Tech Stack Management:** Oversaw the entire technology infrastructure, optimized systems, and implemented upgrades and migrations with minimal disruption.
- **Helpdesk Operations:** Managed the helpdesk team, established protocols for ticket management, tracked performance, and trained staff to improve user satisfaction and productivity.
- **Security Maintenance:** Led cybersecurity efforts, conducted audits, vulnerability assessments, and trained staff on best practices to protect sensitive data.
- **Staff Supervision:** Supervised and supported the IT team through performance reviews, skill development, and workload management to ensure efficient service delivery.
- **Vendor Relations:** Maintained and negotiated vendor contracts, evaluated performance, and ensured timely issue resolution for uninterrupted operations.
- **Strategic Planning & Budgeting:** Developed IT strategies, budgeted for projects, identified cost-saving opportunities, and collaborated with senior management on technology initiatives.
- **Project Management & User Training:** Managed IT projects, coordinated cross-functional teams, and developed training programs and documentation to improve staff proficiency with technology.

IT Support Manager

Non-Disclosure Agreement

2023-2023

- **Project Leadership:** Led IT infrastructure upgrades, ensuring timely, budget-conscious delivery with minimal operational disruption.
- **Assessment & Vendor Coordination:** Assessed existing systems, identified outdated components, and worked with vendors to procure suitable technologies aligned with project goals.
- **Stakeholder Engagement & Compliance:** Collaborated with clinical and administrative departments to meet their needs, ensuring upgrades complied with healthcare regulations (e.g., HIPAA).
- **Implementation & Risk Management:** Managed the implementation process, identifying potential risks and creating mitigation strategies.
- **Training & Support Strategy:** Developed training programs for staff on new systems and established helpdesk support processes.
- **Performance Monitoring & Continuous Improvement:** Set metrics to evaluate system performance and identified further enhancement opportunities post-upgrade.
- **Reporting & Feedback Collection:** Provided regular updates to management and gathered user feedback to ensure successful adoption and issue resolution.

REFERENCE

- Leslie Skwara, VP of Operations – Mongoose
Leslie@HelloMongoose.com - (716)316-8378