Johnna Malone

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Milliken, Colorado 80543   **Manager**
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Summary of Qualifications

- 15+ years of management experience in the IT/Commercial Data Center industry.
- Training in supervision, budgeting, interviewing, hiring/firing, and scheduling, operations budget, conflict management, timely reporting, asset control and tracking, reporting to vendor management.
- ITIL Foundations certified, HIPAA and ITAR certified 2015.
- Operated office equipment including 10 Key, fax, copier, scanner, hand held scanners.
- General computer knowledge of MS word, Excel PowerPoint, Outlook, Oracle, and company databases for evidence management and audit compliance.
- server experience ranging from 3420 round reels to the more up to date 3595's, AS400, LTO, Magstar servers, IBM servers and ATLs
- Accounts Receivable/payable

Accomplishments

- *Reorganized **as manager** of up to 75 full and part time staff to reduce FTEs resulting in cost savings and efficiency of operations.*
- *Managed up to 17 direct accounts with yearly audits and outcome of approximately 3 years with only one audit finding on one account.*
- *Selected as lead of up to 15 employees scheduling and traveling across the U.S. for asset inventory of new accounts. Project was completed ahead of schedule and on budget.*

Education/Training

AA in **Business Management** University of Phoenix (online) 1/15 – 2/17
Current course work in **Human Resources** and working toward BA in **Business Management**
Company corporate classes in **Management** 2010 – 2015
High School Diploma

Professional Experience
Management

- Reviewed project plans to plan and coordinate project activity
- Managed backup, security and user help systems
- Controlled operational budget and expenditures
- Met with department heads, managers, supervisors and others to solicit cooperation and resolve problems.
- Recruit, hire, train and supervised staff or participate in staffing decisions.
- Direct daily operations of department, analyzing workflow, establishing priorties, developing standards and setting deadlines.
- Prepared and review operational reports or project progress reports.
- Planned or directed activities with other department managers.

- Evaluated technology use and needs and recommend improvements such as hardware and software.
- Accounts payable/receivable
- Filing
- Monthly and annual California Hazardous Waste reports

Work History

Office Manager/Accounts Payable, I.T. Refresh 12/2015 - Current

Area Manager, IBM (Pomeroy), Boulder, Colorado 1/10 – 7/15

Site Supervisor/ Area Manager, IBM (OAO Technology), Boulder, Colorado 10/00 – 1/10

2nd Shift Supervisor, IBM (Spherion), Boulder, Colorado 11/96 – 10/00