

# Jack Maksym, MBA, MEng

## CHIEF TECHNOLOGY OFFICER

### Steers the Overall Vision and Strategy with Sound Technical Leadership

- ✓ **Award-winning business executive** who accelerates business growth and exceeds targets in global markets with innovative business solutions.
- ✓ **Designs and implements cost-effective** enterprise and wireless solutions.
- ✓ **Excels in forging technology transformational changes** that deliver effective, integrated, and simplified solutions at a lower cost.
- ✓ **Enacts strategies to increase revenues and decrease expenses** by aligning information technology with business objectives.
- ✓ **Inspires teams** to create exceptional customer-focused technologies.

#### RECOGNITION

##### Trailblazer Award

Company ♦ 2019

#### CORE COMPETENCIES

Strategic IT & Telecom Planning  
Staff Leadership & Development  
IT Service Delivery  
Risk Assessment & Mitigation  
Process Design & Optimization

### EXECUTIVE ACHIEVEMENTS

Company Name ♦ City, State

Apr 2016 - Present

#### CHIEF TECHNOLOGY OFFICER

*Executed a technology transformation roadmap focused on security and streamlined solutions to accelerate revenue growth. Provides critical insights to the executive leadership team, ensuring IT considerations drive key initiatives.*

- **Renewed millions of dollars in business support contracts** that were at risk of lapsing by skillfully guiding an interdisciplinary team to troubleshoot production issues.
- **Saved over \$450K in refactoring costs** by leading a problem analysis with a 5-member team of subject matter experts, identifying risks and mitigation strategies.
- **Identified an issue and directed an improvement project with an aggressive timeline** resulting in the team completing the solution in 6 weeks and **saving the company \$250K** in potential revenue loss.
- **Implemented around-the-clock testing**, which reduced IT project risks and **saved \$50K in operational costs**.
- **Yielded \$350K in savings** by effecting a project test plan as a quality management strategy to align business and IT teams.



*Jack's leadership skills are second-to-none. His ability to get results and make tough decisions is what sets him apart from the rest of the pack. He has a deep understanding of both business operations and human resource management that ensures every team member can thrive within their role while achieving company goals.*

~ Thomas Henry, CEO

Company Name ♦ City, State

Feb 2006 – Apr 2016

#### DIRECTOR – IT SERVICES DELIVERY

*Accomplished a technology change strategy focused on streamlining solutions to drive revenue growth and customer satisfaction. Oversaw mergers and acquisition integration support and the service management lifecycle.*

- **Designed and oversaw governance structures for service management**, mergers and acquisition integration support, and readiness planning for new services while fostering continuous improvement.
- **Initiated a strategic direction roadmap** for 8 systems, presenting to senior leadership and gaining unanimous acceptance.
- **Averted \$200K in service-level agreement (SLA) penalties** by providing production system support during the re-organization of the on-call production support team.
- **Conserved \$30K in operational costs** by problem-solving the root cause of an error message with legacy users and devising a solution to clean up duplicates.
- **Utilized the Kepner-Tregoe problem-solving methodology** as an approach to making informed decisions while identifying risks and devising solutions.

# Jack Maksym, MBA, MEng

CHIEF INFORMATION OFFICER

## PRIOR LEADERSHIP EXPERIENCE

Company Name ♦ City, State

Jan 2004 – Feb 2006

### SENIOR MANAGER – IT SERVICES

*Led and empowered a 14-member software development team. Championed continuous improvement initiatives spanning resource capabilities and development processes while delivering multiple concurrent software projects.*

- Retired 4 legacy systems, consolidating a single system, ensuring continuous improvement, maximum resource utilization, and modernization while leading the change through staff development and training.
- Configured a high-performance on-premises network maintaining 99.9% availability across the connection.
- Achieved synchronization between previously siloed departments by enhancing communication and collaboration.



*Jack is a fantastic IT manager that consistently delivers results. He has always been respected for his management and technical skills by his peers and colleagues.*

~ George Smith, CIO

Company Name ♦ City, State

Aug 2000 – Jan 2004

### MANAGER – CUSTOMER IT SUPPORT

*Charted a business and technology plan to create robust platform support tools, positioning the organization as a market leader. Mentored a 10-member team, producing customer-centric enhancements and upgrades.*

- Improved customer satisfaction from 72% to 97% with staff training, increased service times, and reduced wait times.
- Solved customer escalation by efficiently providing a customer solution while developing staff skills, contributing to increased staff satisfaction rates from 79% to 93%.
- Widened competitive advantage by committing to efficient and straightforward customer solutions.

## SPECIALIZED ATTRIBUTES

Transformation  
Project Execution  
Data-Driven

Business Acumen  
Transparency  
Technical Depth

Team Development  
Partnerships  
Information Security

Strategic Thinking  
Clear Communication  
Vendor Management

## INDUSTRY CERTIFICATIONS

Cybersecurity Certificate ♦ Cornell University

Certified in Risk and Information Systems Control ISACA

Certified in the Governance of Enterprise IT (CGEIT) ♦ ISACA

Certified Business Analysis Professional (CBAP) ♦ International Institute of Business Analysis

Certified Associate in Project Management (CAPM) ♦ Project Management Institute

## ACADEMIC CREDENTIALS

Master of Business Administration Degree ♦ Stanford Graduate School of Business

Master of Engineering (with Honours) Degree – Electrical Engineering ♦ University of Oxford

Bachelor of Science Degree - Computer Science ♦ Tufts University

City, State

555-555-5555

name@email.com

linkedin.com/name

## RESUME STRATEGY

This client has progressed his career to a CTO position was numerous positions, starting at the entry-level, advancing to management positions and then to a CTO role. This client was seeking a two-page resume as he was looking to explore other opportunities.

Color – The dark blue shade aligns with executive positions, and orange was used sparingly to represent success and creativity. Since this is a classic design, color was used conservatively.

Font – A simple sans serif font was used for the entire resume, except for the client's name, where I used a serif font for a decorative element