
INFORMATION SERVICES MANAGER RESUME

Summary:

A goal-oriented individual with proven experience in managing the human resource information system; has an extensive knowledge in service-based, hospitality positions requiring an emphasis on customer satisfaction in a fast-paced environment; extremely skilled team player and leader with strong technical and interpersonal skills to enhance organizational efficiency and profitability; committed to high quality performance with an ability to learn new procedures quickly; a technical individual who has given excellent support to the companies he has worked with; excellent communication skills to provide presentations whenever necessary; serves as a resource person when it comes to all things computer-related; excellent time management skills and meets deadlines without fail.

Professional Experience:

Information Services Manager January 2007 – Present
Networkfleet, San Diego, CA

Responsibilities:

- Managed the human resource information system.
- Inputted data, developed software applications and reports.
- Provided data on a timely manner as requested.
- Assisted on a consulting basis the eight division-level full and part-time coordinators.
- Developed short- and long-term plans to meet the needs of the customer base to be served.
- Directed the planning, development, production and delivery communication with customers.

Customer Service Manager May 2004 – December 2006
Conard House, San Francisco, CA

Responsibilities:

- Provided help and advice to customers using organization's product or services.
- Investigated and solved customers' problems.
- Handled customer complaints or any major incidents.
- Analyzed statistics or other data to determine the level of customer service the organization provided.

Information Services Assistant Manager February 1999 – May 2004
Toro Company, Bloomington, MN

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Customer Service Manager May 2004 – December 2006
Conard House, San Francisco, CA

Education:

Master of Science in Management
Stanford University, CA, 1999
Bachelor of Science in Information Technology
Stanford University, CA, 1997

Skills:

- Excellent command of the English language, written and Verbal Communication
- Organization Skills, Excellent time management skills
- Interpersonal, Relationship-Building Skills, Innovative
- Adept in running Windows Server 2003, Windows 95/98/2000/XP, Vista Lotus Domino, Red Hat Linux Operating Systems
- Strong problem-solving and analytical skills
- Ability to work under pressure
- Knowledge in a variety of computer systems and technologies

- Knowledge in modifications of computer system

Awards and Honors:

Dean's Lister, Stanford University, 1994
Senior Member, MBA Association, 1999

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