JULIAN MERCER

IT DIRECTOR

San Francisco, CA | (415) 555-0148 | julian.mercer@email.com | linkedin.com/in/julianmercer

PROFESSIONAL SUMMARY

IT Director with 18+ years in healthcare and manufacturing technology, now leading infrastructure, service desk, and applications for a multi-hospital system. Manages a team of 45 and a $14M budget, with a record of lowering outages, controlling vendor cost, and delivering projects on schedule.

PROFESSIONAL EXPERIENCE

Director of Information Technology Mar 2022 - Present
Baylor Scott & White Health, Dallas, TX

- Lead 45 staff across infrastructure, network, and end-user services supporting 11 hospitals and 6,000 clinical workstations.
- Raised core system availability from 99.5% to 99.95% by funding redundant network links and introducing proactive monitoring.
- Own a $14M annual budget, and saved $1.4M in two years by consolidating licenses and renegotiating carrier contracts.
- Delivered a Wi-Fi and network refresh across eight facilities on schedule and 4% under budget.
- Established a disaster recovery test calendar, and passed a full failover exercise for 12 tier-one applications.

IT Manager Jan 2018 - Feb 2022

- Managed a 20-person systems and desktop team, and met incident SLAs above 96% every quarter.
- Led the Windows 10 and Office 365 rollout for 5,000 users, with phased training and floor support for each hospital unit.
- Introduced weekly change advisory reviews, which cut change-related incidents by roughly 40%.
- Hired and developed four team leads, and cut staff turnover in the department from 18% to 9%.

Senior Systems Administrator Jun 2012 - Dec 2017
Texas Instruments, Dallas, TX

- Administered VMware and Windows Server environments for manufacturing sites, supporting 24-hour production systems.
- Automated user provisioning with PowerShell, trimming onboarding setup time from two days to under four hours.
- Led a storage migration of 180 TB with no unplanned downtime on production lines.

Network Administrator Aug 2008 - May 2012
Dell Technologies, Round Rock, TX

- Maintained switches, routers, and firewalls for a 1,200-person site, and resolved network faults within agreed response times.
- Documented network diagrams and change records for audits, closing three open compliance findings.

CORE SKILLS

IT operations leadership | Budget and vendor management | Infrastructure and network strategy | Disaster recovery planning | ITIL service management | VMware and Azure | Cybersecurity coordination | Project and portfolio delivery | HIPAA compliance | Team hiring and development | SLA reporting | Change management | Contract negotiation

EDUCATION

Bachelor of Science in Information Systems, University of Texas at Dallas, Richardson, TX

CERTIFICATIONS

Project Management Professional (PMP), PMI | ITIL 4 Foundation | Microsoft Certified: Azure Administrator Associate