

# JEFF MITCHELL

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## P R O F E S S I O N A L   S K I L L S   S U M M A R Y

I am an IT Executive and Infrastructure Project Manager with 22 years of experience working for Fortune 500, post-startup aggressive growth organizations and consulting companies. I have a broad skill set with expertise in team / people management, project management, customer service teams, infrastructure ownership, IT SOX compliance, business contingency / disaster recovery, post mergers and acquisitions company integration, business solutions development, and advanced system troubleshooting / problem resolution. I have exceptional business and technical problem solving skills, coupled with the ability to lead a companies' IT strategy and cultivate its employees.

### Experience:

- o Sixteen years customer facing technical team management expertise
  - o Fourteen years hands-on project management expertise
  - o Eleven years business continuity planning (BCP) project expertise including leadership role with planning, methodology coordination and implementation
  - o Sixteen years technical infrastructure expertise with PC hardware / software, LAN / Wan technologies, Windows server and workstation platforms, Active Directory, software distribution, and enterprise ownership
  - o Fourteen years experience with enterprise electronic mail systems on various platforms including hands on responsibilities for architecture, design, implementation, documentation, support and training
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## P R O F E S S I O N A L   E X P E R I E N C E

### **MITCHELL SOLUTIONS AND SERVICES, LLC**

ADDISON, IL

MAY 2009 – PRESENT

TECHNOLOGY AND BUSINESS CONSULTING

#### **OWNER / INDEPENDENT CONTRACTOR / TECHNOLOGY SPECIALIST**

**VARIOUS INDUSTRIES**

Multiple client engagements specializing in infrastructure development and deployment of server, workstation and network environment solutions. Development of business hardware solutions standards and deployment methodologies for various organizations. Management of research, development and deployment of new products and solutions to fulfill business requirements.

OfficeMax (Nov 2010 – Present) – Naperville, IL - IT Store Solutions Team – Various internal projects related to CRM Lab creation and other store solutions tasks as required.

### **BLACKWELL CONSULTING SERVICES**

CHICAGO, IL

JUNE 2008 – MAY 2009

TECHNOLOGY AND BUSINESS CONSULTING

#### **SENIOR PROJECT MANAGER**

**INSURANCE INDUSTRY**

Full time consulting position at a Chicago Fortune 500 insurance company. Managed multiple technology Infrastructure projects.

#### Cisco VoIP deployment

- o Managed all business aspects of implementation.
- o Coordinated 25 site migrations (2500 handsets) in first 4 months of post-pilot migration.
- o Oversight responsibilities for 3<sup>rd</sup> party technical solution vendors performing conversions.
- o Developed multi-site project tracking system for parallel conversion tasks.
- o Redesigned the end user requirements gathering process for the project to ensure successful conversions with zero loss of business functionality or call flow.
- o Managed user testing, rapid development and pilot migration and of Cisco CallManager Express automated call routing system for two helpdesks forced to migrate to new system during an unexpected real estate relocation.
- o Piloted conversion between Cisco Unity and Unity Connections voice mail systems.
- o Created and maintained the internal VoIP information website via Autonomy Interwoven Teamsite.

#### Blackberry Migration

- o Managed the technical staff responsible for server shutdown for end of life equipment and the deployment of new systems.
- o Coordinated the upgrade / migrated of 1000 users to the new Blackberry Enterprise environment.

### **LKQ CORPORATION, INC.**

CHICAGO, IL

OCTOBER 2004 TO NOVEMBER 2007

AUTO PARTS RECYCLING

#### **TECHNICAL SUPPORT MANAGER**

OCTOBER 2004 – DECEMBER 2005

#### **IT PROJECT MANAGER**

DECEMBER 2005 – NOVEMBER 2007

Developed internal project office to reorganize the methodologies used within the organization for migration of development initiatives into production. Management responsibilities for the end user helpdesk supporting the Corporate Office and 95 remote locations totaling 1500 users.

- o Managed telecommunications RFP contract renewal project for upgrade of existing Frame Relay network to MPLS infrastructure. This RFP including the negotiation of local, long distance, and cellular telecommunications services which resulted in:
  - An average of 85% to 100% improvement in data services speed for identical costs.

- 30% reduction in the cost of voice and cellular services.
- Establishing the telecommunications framework necessary for the deployment of an enterprise-wide VoIP solution.
- Performed Business Analyst role managing the business requirements gathering process for the enterprise VoIP deployment.
- Managed an 18-month \$750K deployment project for wireless bar-coding inventory tracking system to five of the eight company regions (24 facilities) including the development of hardware and software deployment standards, procurement management, site infrastructure readiness, wireless standardization and documentation.
- Project Management responsibilities for post M&A activities related to the integration, standardization, and configuration of the IT infrastructure for 13 company acquisitions between April 2005 and November 2007 including development of customized data conversion / testing procedures and implementation of standardized computer and business systems configurations.
- Managed the deployment of a PDA based automotive auction bidding tool for site / regional purchasing agents streamlining the bidding process turn around by approximately 80% and increasing accuracy based on regional pricing and sales history.
- Managed technical requirements for the relocation of company's Southwest Regional Accounting office to new facility with no service interruptions.
- Managed yearly Sarbanes-Oxley audits for Corporate IT infrastructure including audit preparation, 3<sup>rd</sup> party SOX Audit on-site coordination, documentation of open issues, and policy / process management to ensure closure of any open issues.
- Designed and coordinated the development of an automated user / system modification request and approval ticketing and tracking system to replace a paper / fax based system.
- Facilitated the redesign and deployment of new quality assurance standards for the organization for the implementation of system hardware and software changes to include full lifecycle testing and end user signoff before their migration into production environment.
- Business Analyst role for design and ownership of new system enhancements deployed into production environment including responsibilities for system design documentation for development team, unit testing of system changes, user signoff, post deployment documentation and training.
- Developed new Technical and User documentation standards.
- Researched, tested and deployed updated helpdesk telephone ACD system to enable detailed reporting of helpdesk support and efficient delivery of user requests.
- Tested and deployed updated problem tracking / ticketing system for better reporting of customer SLA agreements.
- Development and implementation of updated End-user helpdesk SLA agreements.
- Redesigned helpdesk environment, managed the build-out of a new office environment and relocated to team to new office space.
- Redesigned workstation and laptop software image standardization and deployment resulting in a 50% reduction in delivery timeline for new workstation deployment.
- Managed vendor relationships, including pricing and contract negotiation, with outside vendors for IT required hardware, software, services and licensing.

## **21ST CENTURY SYSTEMS, INC.**

GLEN ELLYN, IL

*APRIL 1999 TO OCTOBER 2004*

TECHNOLOGY AND BUSINESS CONSULTING

**SENIOR SYSTEMS CONSULTANT** - Business and technical responsibilities for 38 clients. Major projects included:

- KRAFT FOODS – NORTHFIELD, IL (PROJECT MANAGER AND TECHNICAL EXPERT) - 10 MONTHS – MULTIPLE PROJECT ENGAGEMENT
  - Developed and deployed a custom enterprise Business Continuity Planning (BCP) methodology, utilizing all phases of project management to replace existing DR Standards.
  - Developed and piloted an enterprise level capacity planning methodology to predict and model capacity requirements for a multi-platform computing environment including MVS, AS/400, HP/UX and Microsoft NT/2000 server / workstation environment.
- U.S. GYPSUM, INC.– CHICAGO, IL (PROJECT MANAGER AND TECHNICAL EXPERT) - 16 MONTHS – MULTIPLE PROJECT ENGAGEMENT
  - Provided Project Management and technical expertise for the deployment of Windows XP infrastructure to the company's corporate campus.
  - Managed RFP project to replace the remote access solution with a third party managed solution.
  - Provided Project Management and technical expertise for the preparation and deployment of a customized workstation standard for multiple business units.
- TECHFINISHERS INC. – ADDISON, IL (PROJECT MANAGER AND TECHNICAL EXPERT / BUSINESS CONSULTANT) – 15 MONTHS – MULTIPLE PROJECT ENGAGEMENT
  - Managed a selection / implementation project of a job tracking and customer billing system.
  - Redesigned / implemented an existing LAN and WAN environment.

**WHITTMAN-HART, INC. / MARCHFIRST, INC.**

CHICAGO, IL

SEPTEMBER 1998 TO APRIL 1999  
TECHNOLOGY AND BUSINESS CONSULTING

**SR. CONSULTANT – WASTE MANAGEMENT / WMX TECHNOLOGIES** - Team leader for internal support organization coordinating special projects and daily support for the client's corporate campus. Responsibilities included shutdown of infrastructure and redeployment of computer assets, standardization of operating systems, PC hardware and software support, and second level support to telephone based and desk side PC support organization during company merger.

**WASTE MANAGEMENT INC. / WMX TECHNOLOGIES, INC.**

OAK BROOK, IL

JUNE 1987 TO SEPTEMBER 1998  
WASTE DISPOSAL AND RECYCLING

SYSTEMS SUPPORT ENGINEER / TEAM LEAD

- Managed multiple client helpdesk environments for Midrange platforms, E.Mail systems, business applications, infrastructure Research and Development and PC hardware and software environments.
- Assisted with development of software deployment project utilizing Tally Systems Winstall product to ensure consistent software installation for user PC windows environment.
- Project management, testing and implementation of customized windows '95 rollout for standardization of North America PC hardware and software environment totaling 7500 workstations. Performed Business Analyst role to document requirements for project and perform post implementation business acceptance for the project.
- Planned and tested Microsoft System Management Server (SMS) implementation for asset inventory and support services.
- Planned the testing and implementation of Lotus Notes upgrade from version 4.1.x to version 4.6.x ensuring all user applications and E.Mail systems functionality.
- Hands on management role for Research and Development team responsible for rapid solutions deployment projects.
- Responsible for new technology PC hardware and software selection for organization.

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E D U C A T I O N

**Purdue University, W. Lafayette, IN**

Bachelor of Science, Computer and Information Systems Technology, May 1987, (Graduate GPA: 5.02 / 6.0; Core: 5.56 / 6.0)

Associates in Applied Sciences, Computer and Information Systems Technology, December 1985

**Certifications**

Microsoft Certified System Engineer (MCSE)  
ITIL Foundations Certified

**Affiliations**

Chicagoland HDI Chapter Member - 2009 to Present  
Chicagoland HDI Board Member - 2010 to Present

References available upon request

<http://www.linkedin.com/in/jeffreylmitchell>  
<http://www.jobfox.com/people/JeffreyLMitchell>