

Richelle Kippen

IT Manager

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📍 2345 Elm Street, New York, NY 10001

EDUCATION

Bachelor of Science in Computer Science at West Virginia University

Aug 2010 - May 2015

I've learned how to design and implement software solutions to problems, how to use various programming languages to create those solutions, and how to use computers to their fullest potential to maximize efficiency and productivity.

LINKS

[linkedin.com/in/richellekippen](https://www.linkedin.com/in/richellekippen)

SKILLS

Technical Support

Networking

Hardware

Software

Databases

System Administration

Security

LANGUAGES

English

Bengali

EMPLOYMENT HISTORY

● IT Manager at Huntington Ingalls Industries, WV

Apr 2022 - Present

- Led a team of 12 in the development and implementation of a new CRM system that increased customer satisfaction by 15%.
- Successfully completed migration to Office 365 for 300 users with 0% downtime.
- Implemented a cloud-based storage solution that reduced companywide storage costs by 25%.
- Created and enforced IT policies and procedures which improved compliance from 50% to 95%.
- Managed an annual budget of \$2 million while keeping expenditure under budget by 5%.
- Negotiated contracts with vendors that saved the company 10% annually on hardware, software, and services.

● Senior IT Manager at Leidos, WV

Sep 2020 - Feb 2022

- Led a team of 12 in the development and implementation of an enterprise-wide CRM system that increased sales by 25%.
- Defined IT strategy and roadmap for company's growth from \$50M to \$500M, including organizational design, process improvements, tool selection and deployment.
- Implemented an Agile/Scrum methodology across 8 global teams which improved project delivery timelines by 15%.
- Negotiated multi-million dollar vendor contracts with IBM, Microsoft, Oracle and SAP resulting in annual cost savings of 7%.
- Managed department budget of \$5.2 million while maintaining a 98% uptime SLA for all critical systems.
- Led successful ISO 27001 certification effort for Information Security Management System (ISMS).

● Lead IT Manager at General Dynamics Information Technology, WV

Sep 2015 - Aug 2020

- Led a team of 12 IT professionals responsible for managing all aspects of the company's network and systems.
- Implemented a new system that increased productivity by 30%.
- Created a training program for new employees that reduced onboarding time by 50%.
- Developed and implemented a disaster recovery plan that saved the company \$100,000 in lost revenue.

CERTIFICATES

Certified Information Systems Security Professional (CISSP)

Jun 2021

Certified in Risk and Information Systems Control (CRISC)

Oct 2019

MEMBERSHIPS

Association for Information Technology Professionals

American Management Association