

# Dyann Blandy

IT Manager

## 📁 Employment History

### IT Manager at Pinnacle Group, AR

Jun 2022 - Present

- Implemented a new CRM system that boosted sales by 10%.
- Led a team of 5 developers in creating a new e-commerce platform.
- Successfully executed an IT reorganization that improved efficiency and decreased costs by 15%.
- Negotiated and oversaw the implementation of 3rd party software contracts, saving the company \$250,000 annually.
- Managed website redesign project that increased web traffic by 20%.
- Spearheaded data migration for 500 users with 0 downtime.

### Senior IT Manager at Acxiom Corporation, AR

Aug 2019 - May 2022

- Led a team of 12 IT professionals responsible for enterprise-wide technology operations and initiatives.
- Defined and implemented an IT strategy that aligned with business objectives, resulting in increased efficiency and productivity.
- Consolidated multiple data centers into one centralized location, reducing operating costs by 25%.
- Implemented a cloud-based solution that decreased server hosting costs by 30%.
- Project managed the rollout of a new CRM system which resulted in a 10% increase in sales.
- Led the creation of an internal software development team which released 2 successful products.

### Lead IT Manager at Dillard's, AR

Aug 2015 - Jul 2019

- Led the development and implementation of a new IT strategy that improved system performance by 30%.
- Defined, led, and delivered an enterprise-wide data warehouse project on time and within budget.
- Led the successful migration of all email users to Microsoft Office 365 with no business interruption.
- Improved customer satisfaction ratings for IT support from 67% to 92%.
- Implemented a DevOps culture throughout the department which increased productivity by 20%.
- Managed an annual budget of \$8 million while reducing costs by 12%.

## 🎓 Education

### Bachelor of Science in Computer Science at University of Arkansas

Sep 2010 - May 2015

I've learned how to design and develop software applications, how to use programming languages to create algorithms, and how to use data structures and software engineering principles.

## Details

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## Links

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

## Skills

Technical Support



Networking



Hardware



Software



Databases



Security



Cloud Computing



## Languages

English



Hindi



## Hobbies

Organizing and managing information

Designing and implementing computer systems

Maintaining and troubleshooting computer hardware and software