

Steven Downey



IT Manager

Address Cowdrey ave 21
GD32 4QG, Colchester
United Kingdom
Email s.downey77@gmail.com

Phone 020 9448 113

01 PROFILE

Experienced and professional IT Manager with over eight years of valuable experience in monitoring project performance to ensure company success. Familiar and adept in working with engineering, industrial engineering, change management, and business transformation systems. Reputation for continually achieving on time and under-budget performance goals. Accustomed to handling IT support, managing IT projects, and supporting various engineering departments with IT tools and applications. Bringing forth a motivated attitude and the ability to establish strong and productive relationships with other company members.

02 EMPLOYMENT HISTORY

09/2013 — 09/2019

IT Manager at Phylo Biometrics Inc.

Colchester

- Created business requirements and technical and quality assurance specifications.
- Established and educated others on controls and protocols for projects.
- Increased customer satisfaction by creating solutions for product enhancement.
- Increased Team productivity by 40% and monitored procedures and documentation for further productivity.

09/2010 — 09/2013

IT Manager at Equal Inc.

Essex

- Increased revenue by \$6M, by implementing integration IT projects and meeting aggressive budget constraints.
- Managed all documentation and drafted weekly project communication reports, which were presented at meetings.
- Created and lead teams across multiple departments to ensure forecasted objectives were met and overall desired outcomes achieved.
- Spoke daily with customer personnel ensuring that contract protocols were satisfied.

03 EDUCATION

Aug 2010 — May 2012

Colchester University

Colchester

Master of Computer Science

- Graduated with a 4.0 GPA.