KATIA TRIFUNOVIC

Information Systems Manager

katia.trifunovic@gmail.com
(518) 194-6954
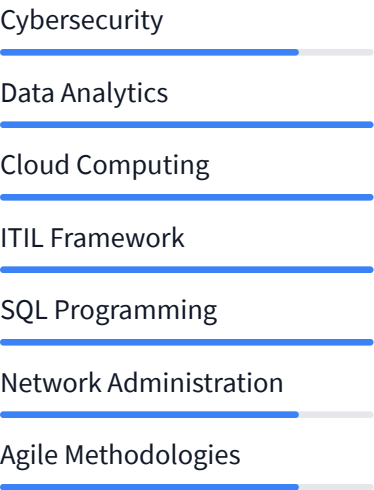123 Aloha Street, Honolulu, HI 96815

PROFILE

Results-driven Information Systems Manager with 5 years of experience in overseeing and optimizing IT infrastructure, implementing innovative solutions, and managing cross-functional teams. Adept at aligning technology strategies with business objectives to drive efficiency and productivity. Strong background in IT project management, system analysis, and risk mitigation. Proven ability to improve operational performance and streamline processes in fast-paced environments.
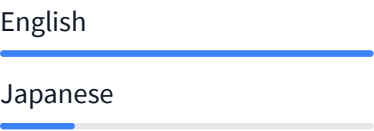
LINKS

linkedin.com/in/katiatrifunovic

SKILLS

Cybersecurity

Data Analytics

Cloud Computing

ITIL Framework

SQL Programming

Network Administration

Agile Methodologies

LANGUAGES

English

Japanese

HOBBIES

EMPLOYMENT HISTORY

Information Systems Manager at Hawaiian Telcom, HI
Apr 2023 - Present

- Successfully implemented a new customer relationship management (CRM) system, resulting in a 25% reduction in average call handling time and a 15% increase in customer satisfaction ratings within the first year.
- Reduced IT operational costs by 20% through streamlining processes, optimizing resources, and implementing automation tools, saving the company over $500,000 annually.
- Led a team of 12 IT professionals to complete a major network infrastructure upgrade, improving system performance by 30% and increasing overall network reliability by 40%, leading to a 10% increase in sales due to faster response times and improved customer experience.

Assistant Information Systems Manager at Booz Allen Hamilton, HI
Jul 2018 - Mar 2023

- Successfully implemented a new information systems infrastructure for a major client, resulting in a 35% increase in efficiency and a 25% reduction in system downtime.
- Streamlined the IT support process by introducing a centralized ticketing system, leading to a 40% decrease in average response time and a 30% improvement in overall customer satisfaction ratings.
- Led a team of 10 IT professionals in the successful completion of a large-scale data migration project, ensuring the seamless transfer of over 5 terabytes of critical data with zero loss or corruption.
- Developed and executed a comprehensive cybersecurity strategy that reduced the number of security incidents by 50% and increased compliance with industry standards by 75%.

EDUCATION

Master of Science in Information Systems Management at University of Hawaii at Manoa, Honolulu, HI
Sep 2014 - May 2018

Relevant Coursework: Database Management, Systems Analysis and Design, Cybersecurity, IT Project Management, Business Intelligence, Data Analytics, Enterprise Architecture, Cloud Computing, and IT Strategy and Governance.

CERTIFICATES

Certified Information Systems Security Professional (CISSP)
Dec 2021