

# Kahla Vozzo

## Information Technology Director

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## Education

### Master of Science in Information Technology Management at Boston University, MA

Aug 2008 - May 2013

Relevant Coursework: Advanced IT Project Management, IT Strategy and Governance, Enterprise Architecture, Information Security Management, Data Analytics, Cloud Computing, IT Service Management, Software Engineering, and Digital Transformation.

## Links

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

## Skills

Cybersecurity

Cloud Computing

Data Analytics

Network Administration

Software Development

ITIL Framework

Project Management

## Languages

English

German

## Profile

An accomplished IT Director with a decade of experience in successfully leading cross-functional teams, developing and implementing strategic IT initiatives, and optimizing the performance of diverse technology infrastructures. Adept at driving digital transformation, enhancing cybersecurity, and implementing cost-effective solutions to support business growth. Proven ability to align technology strategies with organizational goals while ensuring seamless business operations and excellent customer experiences.

## Employment History

### Information Technology Director at IBM, MA

May 2023 - Present

- Implemented a cybersecurity strategy that reduced security breaches by 60% in one year, ensuring the protection of sensitive information for IBM's clients and partners.
- Led a cross-functional team in the successful migration of over 300 applications to a cloud-based infrastructure, resulting in a 40% reduction in operational costs and a 20% improvement in application performance.
- Streamlined IT support processes by implementing an AI-powered helpdesk system, reducing average response time by 50% and increasing customer satisfaction by 30%.
- Oversaw a \$5 million budget for the development and implementation of a new enterprise resource planning (ERP) system, which increased operational efficiency by 25% and reduced software licensing costs by 15%.

### IT Manager at , MA

Jul 2020 - Mar 2023

- Implemented a comprehensive cybersecurity strategy, resulting in a 75% reduction in security incidents and saving the company over \$500,000 in potential damages.
- Streamlined the IT infrastructure by consolidating servers and migrating to cloud-based services, leading to a 30% decrease in operational costs and a 50% improvement in system uptime.
- Led a cross-functional team to successfully complete a major software upgrade project on time and under budget, resulting in a 15% increase in employee productivity and a 20% reduction in software licensing costs.
- Developed and implemented an IT training program that increased employee technical proficiency by 40% and reduced helpdesk tickets by 25%.

### IT Project Manager at Microsoft, MA

Jul 2013 - Jun 2020

- Successfully implemented a company-wide software upgrade for 10,000 employees across Microsoft, MA, resulting in a 15% increase in productivity and a 20% reduction in technical support requests.
- Streamlined the IT project management process by developing and implementing a standardized project management methodology, reducing project delivery time by an average of 25% and increasing on-time completion rates by 40%.