



Dina Youree

IT Operations Manager

A dynamic IT Operations Manager with 5 years of experience in overseeing complex IT infrastructures, streamlining processes, and implementing innovative solutions. Proven track record in optimizing system performance, reducing downtime, and enhancing overall efficiency. Strong leadership skills, with the ability to manage cross-functional teams and drive projects to successful completion. Adept at risk management and maintaining compliance with industry standards. Committed to staying current on emerging technologies and best practices to deliver optimal IT solutions for business operations.

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Education

Bachelor of Science in Information Technology Management at Central Connecticut State

University, New Britain, CT

Aug 2013 - May 2018

Relevant Coursework: Database Management, Network Administration, Information Security, IT Project Management, Systems Analysis and Design, Cloud Computing, Web Development, Programming, Data Analytics, and IT Service Management.

Links

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

Skills

Python

SQL

Linux

VMware

PowerShell

Azure

Employment History

IT Operations Manager at Infosys Limited, CT

May 2023 - Present

- Managed a team of 20 IT professionals, resulting in a 30% increase in overall productivity and reducing system downtime by 15% within the first year.
- Successfully completed a major data center migration project, consolidating two data centers into one, resulting in a cost savings of \$1.2 million annually for Infosys Limited, CT.
- Implemented a robust cybersecurity strategy that led to a 50% reduction in security incidents and breaches, increasing client trust and satisfaction.

Assistant IT Operations Manager at Cognizant Technology Solutions, CT

Jul 2018 - Mar 2023

- Successfully implemented a new IT infrastructure project for a major client, resulting in a 30% increase in system efficiency and a 25% reduction in operational costs.
- Streamlined the IT support process for over 1,500 employees, reducing average response time by 40% and increasing overall customer satisfaction by 20%.
- Developed and executed a comprehensive cybersecurity strategy, leading to a 50% decrease in security incidents and a 35% improvement in threat detection capabilities.

Certificates

ITIL (Information Technology Infrastructure Library) Certification

Aug 2021

Project Management Professional (PMP) Certification

Oct 2019

Memberships

Association for Computing Machinery (ACM)