

Rama Zyla

Technical Services Manager

✉ rama.zyla@gmail.com
☎ (204) 657-1688
📍 123 Oak Street, Little Rock, AR 72201

Education

Bachelor of Science in Information Technology Management at University of Arkansas, Fayetteville, AR

Aug 2013 - May 2018

Relevant Coursework: Database Management, Network Administration, Cybersecurity, Data Analytics, IT Project Management, Cloud Computing, Web Development, Systems Analysis and Design, IT Governance, and Programming Fundamentals.

Links

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

Skills

Troubleshooting

Networking

Cybersecurity

Cloud Computing

Database Management

ITIL Framework

Project Management

Languages

English

Urdu

Profile

Technical Services Manager with 5 years of experience in overseeing technical support teams, managing IT infrastructure, and implementing innovative solutions to enhance system performance. Adept at leading cross-functional teams, optimizing workflows, and ensuring customer satisfaction. Proven success in reducing downtime, increasing efficiency, and driving continuous improvement in fast-paced environments. Strong communication and project management skills, with a track record of delivering projects on time and within budget.

Employment History

Technical Services Manager at Tyson Foods, Inc., AR

Feb 2023 - Present

- Successfully implemented an advanced monitoring system across all Tyson Foods manufacturing facilities in AR, resulting in a 20% increase in overall equipment efficiency and reducing downtime by 15%.
- Led a cross-functional team to complete a major plant upgrade project within budget and on schedule, increasing production capacity by 25% and reducing energy consumption by 10%.
- Developed and executed a comprehensive preventive maintenance program, leading to a 30% reduction in unscheduled repairs and saving the company \$1.2 million annually in maintenance costs.

Assistant Technical Services Manager at Dillard's, Inc., AR

Jul 2018 - Dec 2022

- Implemented a new inventory management system, resulting in a 25% reduction in stock discrepancies and a 15% increase in warehouse efficiency.
- Streamlined the technical support process for store employees, reducing average resolution time by 30% and increasing overall customer satisfaction by 20%.
- Led a team of 10 technicians to upgrade the Point-of-Sale (POS) systems across 50 retail locations, completing the project 2 weeks ahead of schedule and with a 100% success rate.
- Developed and conducted quarterly training sessions for over 200 store employees, improving their technical skills and knowledge by an average of 35%, which led to a 10% increase in overall store performance.

Certificates

ITIL (Information Technology Infrastructure Library) Certification

Feb 2022

Project Management Professional (PMP)

Dec 2020

Memberships