

Karen O'Neill, PMP, ITIL 4

IT Systems Manager

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99.9%

Uptime

\$310K

Annual savings

11

Team size

PROFESSIONAL SUMMARY

IT systems manager with 4 years of leadership experience overseeing infrastructure, cloud and service desk operations for 900 users. Delivers 99.9% uptime, strong security compliance and on-budget modernization projects.

CORE SKILLS

Infrastructure and cloud (Azure, M365)

ITIL 4 service management

Cybersecurity and compliance

Budgeting and vendor management

Disaster recovery

Team leadership

Network operations

Change management

PROFESSIONAL EXPERIENCE

IT Systems Manager, Capital Region Health Services *Ottawa, ON | Jan 2023 – Present*

- Lead a team of 11 supporting 900 users and 140 servers with 99.9% uptime
- Migrated 70% of workloads to Azure, reducing hardware costs by \$310K per year
- Cut average ticket resolution time from 18 to 7 hours through ITIL process redesign
- Managed a \$2.6M annual IT budget and negotiated vendor contracts saving 11%

Senior Systems Administrator, Rideau Financial Group *Ottawa, ON | Jun 2020 – Dec 2022*

- Implemented multi-factor authentication and endpoint protection for 600 users
- Led disaster recovery testing with an RTO of under 4 hours

EDUCATION

- Bachelor of Information Technology – Carleton University (2019)

LICENCES & CERTIFICATIONS

- Project Management Professional (PMP)
- ITIL 4 Foundation
- Microsoft Azure Administrator Associate
- CISSP (in progress)