

# CHRIS HEBERT

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## Summary

Strategic Technology Leader with 13+ years of progressive IT leadership experience across public and private sectors. Trusted advisor to executive leadership, translating business objectives into high-impact IT strategy. Proven track record in digital transformation, cross-functional governance, and enterprise infrastructure modernization. Spearheaded hybrid cloud transitions, relocations, and cybersecurity readiness for ISO27001 and SOC2 audits. Adept in data-driven service optimization, risk management, and aligning IT with enterprise goals. Ready to drive innovation, compliance, and operational excellence.

## IT Operations Manager • Dynamic Lifecycle Innovations 03/2024 – Current

Manage IT operations across three locations for 300+ users in a hybrid environment. Oversee infrastructure, cybersecurity, networking, end-user support, and enterprise applications. Partner with executive leadership and cross-functional departments to ensure tech alignment with business strategy.

- Introduced KPI-driven ticket system to reduce counts, improve resolution, & increase c-sat scores.
- Directed a seamless relocation of an entire remote facility with zero downtime.
- Delivered multi-phase upgrades including network infrastructure & AI-enabled security platforms.
- Led SOC 2 & ISO 27001 readiness through IT policy development and security alignment.
- Drove IT policy implementation and audit preparation, enhancing compliance posture.
- Partnered with executive leadership to define Technology's role in strategic planning.

## IT Manager • City of Parkland 06/2022 – 03/2024

Managed IT operations for city systems and infrastructure. Supported Windows and cloud servers, provided 24/7 operational readiness, and advised leadership on technology investments and roadmaps.

- Designed and administered WAN/LAN systems and oversaw server/network upgrades.
- Led budget planning, procurement, & lifecycle management of IT infrastructure across all sites.
- Provided technical leadership to city departments and support staff.

## IT Director • Uniweld Products, Inc. 11/2020 – 06/2022

Reported to executive leadership directed all aspects of technology including strategic planning.

- Migrated on-prem systems to cloud platforms, to include backup and disaster recovery strategy.
- Led digital transformation by transitioning from fully on-prem infrastructure to hybrid cloud.
- Developed strategic cybersecurity protocols and continuity plans to ensure business resilience.
- Managed capital investments in line with IT modernization initiatives.

## IT Manager • Safari, Ltd. 12/2019 – 11/2020

Brought in to lead IT strategy during a major corporate relocation. Designed and implemented right-sized infrastructure to support growth and drive cost efficiencies through strategic vendor management.

- Cut IT costs by \$110k through contract renegotiation and vendor consolidation.
- Led company relocation; rebuilt enterprise infrastructure to better support future scalability.
- Managed cross-functional project timelines and vendor relationships.

**IT Manager • Uniweld Products, Inc.**

08/2017 – 12/2019

Promoted to oversee all operational IT functions, including infrastructure, policy development, team leadership, and service delivery optimization.

- Designed and implemented IT policies, improved service delivery, and led team growth.
- Oversaw network, server, and desktop operations.

**Digital Marketing / PIM Manager • Uniweld Products, Inc.**

06/2015 – 08/2017

Promoted to lead the company's digital transformation efforts by managing brand awareness, web presence, and content strategy.

- Managed digital marketing strategy and website development.
- Created and executed SEO campaigns, content strategy, and digital engagement initiatives.
- Collaborated with internal departments to build digital experiences aligned with business goals.

**IT Administrator • Uniweld Products, Inc.**

03/2012 – 06/2015

Handled IT operations and support, including infrastructure maintenance and end-user support.

- Supported network and server infrastructure; executed system configurations and security patches.
- Delivered technical support, hardware setups, and onboarding for new employees.
- Website development.
- Managed company servers and applications.

**IT Asset Coordinator • Miami Children’s Hospital**

06/2011 – 11/2011

- Coordinated IT equipment lifecycles and procurement.
- Maintained vendor relationships and supported supply chain operations.

**Skills**

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|---|--|--|
| • IT Strategy & Execution                     | • Change & Program Management                      | • Entra ID/Azure AD                                      |
| • Digital Transformation                      | • Compliance & Audit Readiness (ISO 27001 / SOC 2) | • ITSM & Automation (Power Platform, SDP, IFS Workflows) |
| • Cybersecurity & Risk Management             | • Service Delivery Optimization                    | • ERP (SAP, Dynamics 365, IFS)                           |
| • Enterprise Infrastructure & Cloud Solutions | • Executive Communication                          | • Vendor & Contract Management                           |
| • Google Workspace                            | • SSO  | • People & Performance Leadership                        |
| • Cross-Functional Governance                 |  |  |

**Education • University of Phoenix – Miami, FL.**

**Master of Science:** Management of Information Systems

**Bachelor of Science:** Networking & Telecommunications

**Associates of Arts:** Information Technology - Networking