

Martin (Raymond) O.

Chief Information Officer | Digital Transformation Leader

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PROFESSIONAL SUMMARY

Strategic technology executive with 20+ years' experience leading IT innovation across public and private sectors. Expert in digital transformation, cybersecurity, cloud/data architecture, and IT portfolio management. Proven ability to align tech strategy with business goals, manage multimillion-dollar budgets, lead high-performing teams, and deliver measurable results in service, security, and modernization.

CORE COMPETENCIES

Category	Skill Set
Cloud & Infrastructure	Azure, AWS, VMware, Cisco, Data Lakes, Cloud Architecture, Disaster Recovery
Enterprise IT & Strategy	IT Strategy & Governance, \$100M+ Financial Management, Organizational Leadership
Security & Compliance	Cybersecurity, Risk Mitigation, Network Security Tools, Business Continuity
Digital Transformation	Emerging Tech (AI/ML, RPA), Innovation, Change Leadership, ServiceNow
Applications & Tools	Salesforce, Microsoft 365, Oracle ERP, ServiceNow, Tableau, RPA tools
Data & Development	SQL, Python (basic), Data Lakes, CRM & ERP Modernization
Stakeholder Engagement	Vendor Management, Communication, Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

Chief Information Officer | 2020 – Present

City and County of San Francisco – San Francisco, CA

- Lead strategic planning, infrastructure modernization, and IT governance for a critical California government administration.
- Oversaw a \$100M+ IT portfolio with a focus on digital transformation, service modernization, and cybersecurity.
- Spearheaded city-wide technology initiatives that improved public service delivery and system resilience.
- Directed multi-disciplinary teams, implemented robust governance frameworks, and aligned IT with evolving civic goals.

Director of IT Infrastructure & Shared Services | 2016 – 2020

City of Baltimore – Baltimore, MD

- Managed a \$35M annual budget and a \$100M+ portfolio for infrastructure, data, and cloud systems.
- Modernized CRM platform (Motorola → Salesforce), increasing satisfaction by 100% and saving \$2M annually.
- Implemented a \$3M e-permitting platform, cutting review time from 30 days to 24 hours and raising efficiency by 90%.
- Invested \$1M into staff training programs, boosting customer experience metrics by 80%.

Director of IT & Infrastructure | 2013 – 2016

The Suddath Companies (formerly Secor Group) – Washington, D.C.

- Modernized business processes, systems, and IT operations to reduce costs and improve service delivery.
- Integrated infrastructure systems during a major acquisition, ensuring zero disruption post-merger.
- Outsourced helpdesk functions, raising operational efficiency by 80%.
- Built engineering teams that accelerated product release cycles by 25%.

IT Director | 2005 – 2012

XcelHR – Washington, D.C.

- Managed a \$20M budget supporting IT services for 30,000 customers.
- Digitized core infrastructure and implemented ERP modules for HRIS and finance.
- Reduced data center operational costs by 50% via successful relocation.
- Improved customer operations by 45% through payroll system integration enhancements.
- Ensured 100% compliance with PII standards, avoiding \$1M+ in potential fines.

EDUCATION

Master of Science (M.S.) in Business Computer Information Systems | 2013

The Johns Hopkins University – Baltimore, MD

Certification: Artificial Intelligence: Business Strategies and Applications | Apr 2025

University of California, Berkeley – Executive Education

CERTIFICATION

- **Certified Information Systems Security Manager (CISSM)** – Mile2 | Jun 2026
- **AI: Business Strategies and Applications** – Emeritus, UC Berkeley | Apr 2025

ACHIEVEMENTS & HONORS

- *Manager of the Year* – XcelHR, 2010
- *Employee of the Year* – Koba Institute, 2001