TRUDI L. NICHOLS

CELL: 360-801-9669 - TLNICHOLSMBA@GMAIL.COM
HTTP://WWW.LINKEDIN.COM/IN/TRUDINICHOLS

DIRECTOR OF INNOVATION & TECHNOLOGY

Leadership and Management professional responsible for projects, initiatives, and IT systems which cross departmental boundaries in support of the City of Pensacola's Strategic Plan, Mission, Values and Direction.

PROFESSIONAL EXPERIENCE

CITY OF PENSACOLA – PENSACOLA, FL

Assistant IT Manager/Director – 11/2016 to Present (Promotion)
Webmaster – 03/2015 – 11/2016

- Strategic/Tactical planning with the establishment of annual goals and objectives supporting the City's mission, direction, and strategic plans.
- Excel in directing, overseeing and coordinating IT department projects, activities and tasks across diverse departments, developing professional relationships with Executive Leadership, City Council Members, Department Heads, Mayoral Staff, and City/Council teammates.
- Led and Initiated continuous improvement of IT's policies, procedures, and processes.
- Entrusted to lead several high-profile projects due to excellence in organizational leadership, change management, communication, team development, and compliance with Federal, State, and Local laws, regulations, codes and standards.
- Customer-focused service delivery through progressive technology initiatives.
- Tier II (advanced) support for applications such as Granicus (Legislative Management), PageFreezer (Social Media Archiving), and ADA Subject Matter Expert for Online/Digital media.
- Mentor, direct, develop, coach & inspire Junior-Level employees to reach their potential.
- Engaged employee supporting multiple Technology systems, including Eden (ERP/Financial), K2 Workflow Management, and Website/Mobile Apps.

ARGO GROUP (INSURANCE) – SAN ANTONIO, TX

SharePoint/Web Developer – 6/2014 to 02/2015

- Prioritized focus on governance, policies, change management regarding the website.
- Accomplished improving over 100 publishing, team, and web pages, master pages, page layouts, and templates, wireframes & mock-ups, custom lists, libraries and site collection administration.
- Streamlined work with vendors to ensure Office 365 & SharePoint successful implementations.
- Skilled in creating win/win solutions to challenging situations.
- Improved process, decreasing the time from testing to go live during a vendor implementation of a new IT Communications system.
- Organized migration to Office 365/SharePoint Online in role of Project Manager.
- Nucleated various departments and external organizations to accomplish IT goals.

WASHINGTON SCHOOLS RISK MANAGEMENT POOL – TUKWILA, WA
Information Technology Manager, 09/2012 to 01/2014

- Positively influenced employee satisfaction by conducting weekly staff training classes.
- Increased efficiency by implementing cloud-based Customer Relationship Management
- Created the agency's first 2-year Strategic and Tactical Plans for the IT Department.
- Known by executive leadership to provide trustworthy guidance and counsel from an IT perspective while considering the business needs and requirements.
- Managed all facets of Information Technology, including WAN, LAN, & server operations in a windows-based, Active Directory environment including security, architecture, & budget.
- Empowered, Inspired, Nurtured and Led technical network and website development staff.

STATE OF WASHINGTON – OLYMPIA, WA
Information Technology Specialist (Supervisory), 01/2006 to 09/2012

DEPARTMENT OF ENTERPRISE SERVICES (CONSOLIDATED AGENCIES)

- Accelerated incident and problem management unit's resolution time by employing an ITIL methodology.
- Cut $25,000 from recurring infrastructure costs by implementing a consolidated solution.
- Trusted by senior management to oversee the first multi-agency, cross-functional, 10-member IT team.

DEPARTMENT OF CORRECTIONS

- Noetic Project Lead for centrally managed enterprise end-point security software solution.
- Obtained 99.96% server availability/uptime by implementing virtual environment.
- Worked to successfully execute project plan to move 2TB data from disparate servers to centralized, scalable SAN infrastructure with 0% data loss.

DEPARTMENT OF TRANSPORTATION (WASHINGTON STATE FERRIES/WSF)

- Improved and exceeded WSF goal of wireless waterway route coverage, by designing and outfitting 11 maritime vessels with a sustainable, wireless solution.
- Implemented a VoIP solution saving over $100K in annual long-distance costs.

EDUCATION AND CERTIFICATIONS

WESTERN GOVERNORS UNIVERSITY

MBA, Leadership and Strategy, June 2012
BS, Marketing Management, March 2011
BS, IT Management, January 2011

CERTIFICATIONS

- Project+
- LEAN
- ITIL v3 Foundations
- Microsoft Certified Professional (MCP) & Certified Systems Engineer (MCSE)

- Six Sigma Green/Black Belt
- DFSS
- A+