

May Tang

SUMMARY OF QUALIFICATIONS:

- 13+ years of extensive technical and project management experience.
- Strong, persuasive interpersonal skills and excellent communication and training skills.
- Ability to multitask, problem solve and meet deadlines.
- Background in hiring, training, and mentoring users and new technical hires.
- Able to work well with high level executives, clients and vendors.

PROFESSIONAL EXPERIENCE:

5/07 – Present **Simpson Thacher & Bartlett LLP – IT Manager**

- Oversee IT for offices in Hong Kong, Tokyo and Beijing.
- Deliver reports to IT management on call resolution times, types, categories, regions and trending using c.Support.
- Projects include:
 - Desksite to Filesite migration.
 - Windows XP to Windows 7 conversion.
 - Develop and manage interdepartmental websites using Sharepoint.
 - Evaluate and plan PC, laptops and Blackberry upgrades.
 - Schedule software releases through Altiris.
 - Build specific Ghost images for each office.
 - Manage lease contracts and negotiate with tech vendors for best services & prices.
- Lead office for beta testing for company wide rollout.
- Formulate and identify areas for group policy desktop management and design them for optimal desktop computing controls and operations.
- Manage user and equipment inventory for all offices.

6/01 – 5/07 **E! Entertainment Television – IT Manager**

- Manage and supervise Helpdesk team, projects, moves and rollouts.
- Provide desktop & technical support for offices in NY, LA, CT, Chicago, DT, London & Hong Kong.
- Manage help desk operators to ensure consistent performance in call management.
- Coordinate and support all on and off site presentations and meetings including Upfront.
- Train end users on new applications and hardware.
- Work with help desk operators to identify areas for first level support resolution.
- Ensure “always available” personnel to respond to user calls.
- Resource for software, hardware and printing issues.

11/99 – 6/01 **Sullivan & Cromwell LLP – Technical Support Specialist**

- Level III application & desktop support for organizational partners, including in-house & off-site installations, configurations, backups, repairs, upgrades and customization of workstations.
- Plan, implement & manage Windows conversion.
- Evaluate and set standards for PC hardware and software.
- Train end users and fellow Administrators, Supervisors & Engineers.
- Test, debug and upgrade software applications.

9/98 – 11/99 **Morgan Stanley Dean Witter – LAN Support Specialist**

- Level II Support for organization executives.
- Provide in-house and telephone support for end users with word documents, spreadsheets & processing applications.
- Install and maintain network servers, backup operations & workstations.
- Troubleshoot & repair PCs, mainframes and peripheral devices.

EDUCATION

New York University – Bachelor's in Computer Science & East Asian Studies

LANGUAGES

Fluent in Chinese