

PROFESSIONAL SUMMARY

Accomplished and energetic IT professional with more than 25 years of experience. Solid history of achievement in systems management, integration, standardization, project management, business relationship management, user support, and IT strategy implementation. Motivated leader with strong organizational, prioritization, and service delivery, communication and training abilities. Proven track record of achieving exceptional results through creating and managing highly effective and collaborative teams, implementing cost saving measures, and increasing user productivity.

SKILLS

- Strategy, budgeting and roadmapping
- Project management – Agile & Waterfall
- Business Relationship Management
- Security operations and compliance
- Configuration and Asset Management
- User support operations delivery
- Datacenter/remote office operations
- Enterprise monitoring/reporting
- Systems analysis and implementation
- Software packaging and distribution
- Microsoft desktop & server technologies
- Complex problem solving
- Leadership and team management
- Global and domestic service delivery
- Communication and training

EXPERIENCE

Director, Call Center Technology – Local Site IT

Charter Communications (Spectrum), Colorado Springs, CO

April 2018 – Present

Responsible for the successful management and growth of the Local Site IT (Desktop Support) team across the Spectrum call center footprint. Management of 80+ technicians and 6 senior managers supporting 48 locations. Function as a business partner to the site Vice Presidents, Directors, and other call center senior leadership. Responsible for defining the KPIs, metrics and dashboards to successfully manage a geographically diverse team and to ensure that the team achieves the highest levels of customer satisfaction.

- Create and monitor troubleshooting capabilities, document standards and create troubleshooting flows for apps and infrastructure
- Define standards, guidelines and processes across all the sites managed to increase satisfaction and reduce mean time to repair (MTTR)
- Develop key metrics to measure the operational performance of all teams and functions in the operational support groups
- Partner with various business and other IT functions to provide timely updates and ensure operational teams are properly trained
- Work closely with IT teams to appropriately test solutions and to ensure hand-offs to production are clearly documented

Director, IT Business Relationship Management

RE/MAX, Denver, CO

May 2017 – November 2017

Led an IT Service Team (Strategic Business Initiatives) to identify, design, develop, and support IT services across the IT Service Management (ITSM) life cycle, consisting of the Strategy, Design, Transition, and Operate phases. Responsible for identifying business customer stakeholders and understand their business capabilities and priorities. Established, maintained, and nurtured the business customer relationship while defining a communication and collaboration protocol that best fits the customer's needs.

- Captured and helped shaped customer demand and IT strategy while understanding how demand aligned to business capabilities
- Collaborated with customers to select the demand items to implement based on needs, business value, constraints and priorities
- Managed multiple agile-based projects to release and deployment and acted as key member of the Change Board for implementation
- Member of core team to select and establish ITIL processes and implement a firmwide IT Service Management tool

Operations Delivery Manager, Workplace and Field Services

Capgemini, Denver, CO

March 2016 – May 2017

Responsible for all end-user services for a client of 58 locations and 9000+ users. Directed a team of 167 technicians supporting all client users and firm senior leaders. Handled invoice management for the 3rd party support partner. Created strategies to enhance client's asset management, hiring/termination, and ordering processes. Responsible for attaining defined support SLAs and ensuring all escalations were managed to a high level of satisfaction. Acted as technical lead on desktop-related projects.

- Managed highly effective support processes, resulting in the handling of over 42,000 tickets and 100% attainment of defined SLAs
- Oversaw the management of the client's video conference systems and effectively managed over 10,500 events with a 99.5% success rate
- Built active relationships with each office manager at all 58 sites, resulting in a 30% week-to-week satisfaction rating increase
- Developed support metrics and conducted extensive customer satisfaction training, raising customer satisfaction scores to 8 out of 10
- Acted as escalation liaison for the client, resulting in quick resolutions, high trust relationships, and increased customer satisfaction
- Managed over \$2M in support invoices, ensuring billing accuracy and timely payment

Senior Manager, Enterprise Systems Management

Grant Thornton LLP, Chicago, IL – Denver, CO

May 2003 – March 2016

Responsible for all systems management activities within the firm across 50 locations and 7500+ users. Directed team of 7 in executing all efforts around endpoint architecture (end-user computing), software integration/distribution, configuration and asset management, security operations, infrastructure operations, enterprise monitoring, and systems management software development. Created business technology roadmaps and strategies, helped define and execute budgets, and managed complex projects to completion.

- Collaborated with senior leaders on strategies, budget, and technology roadmaps, resulting in increased satisfaction and reduced IT cost
- Created \$6.2M in cost savings by reducing imaging times to 1 hour and optimizing the desktop/laptop environment
- Reduced server outages by 20% and realized \$1.7M in annual savings through implementing health monitoring and infrastructure standards
- Owned packaging/distribution process and methodology, resulting in 30% quicker releases and 50% increase in package distribution speed
- Decreased risk to firm data and increased control of critical firm assets by effectively directing security operations
- Managed \$6M in leased assets with less than %1 loss rate and created a highly functional CMDB to support all other implemented ITIL processes
- Enhanced IT/business relations through releasing quality communications and providing technical and functional training
- Created and implemented a web portal and utility suite, resulting in unified data, enhanced metrics, and greater business reporting capabilities

Experienced Senior Consultant/Team Lead

Arthur Andersen, LLP, Chicago, IL

May 1995 – February 2003

Managed the global Novell network and directory services environment (1000+ servers). Developed solutions, management tools, and global training, and evaluated, recommended and implemented 3rd-party products, allowing the group to meet business data and reporting needs.

- Created technology strategy, developed roadmaps, and set standards for current and future solutions, paving the way for business growth
- Developed audit solutions, created documentation and presented global training on standards, management processes, and best practices
- Developed a suite of directory and server management tools resulting in an average productivity increase and cost savings of 20%

EDUCATION

Bachelor of Science: Information Technology

April 1995

Brigham Young University, Marriott School of Management – Provo, UT

- Double minor in German and Business
- Presidential Scholarship Recipient

LANGUAGES

Speak and write German

ACCOMPLISHMENTS

- Regional Leadership Forum (RLF) Graduate
- Computerworld Honors Program Laureate and Finalist
- Computerworld Mobile and Wireless Best Practices Finalist
- Eagle Scout, Boy Scouts of America
- Published articles and case studies with Intel and Lenovo
- *Computerworld Best Places to Work in IT* 12 consecutive years

AFFILIATIONS AND CERTIFICATIONS

- ITIL v3 Foundations Certified
- Society for Information Management (SIM)
- Franklin Covey 4 Disciplines of Execution Instructor
- Code42 Customer Advisory Board
- Intel Enterprise Board of Advisors
- Boy Scouts of America

SERVICE

Scout Leader, Merit Badge Counselor, and Committee Member, Boy Scouts of America

January 1999 – December 2019

- Conducted clinics and coached scouts to receive merit badges to help them advance toward and receive their Eagle Scout award
- Served on the local scout committee, lead groups of scouts in weekly troop activities, and participated in Scout and High Adventure activities

Ecclesiastical Representative, Church of Jesus Christ of Latter-day Saints, Hamburg Germany

January 1988 – January 1990

- Spent two years being immersed in the culture, becoming fluent in the language, and rendering thousands of hours of volunteer service
- Held multiple leadership and training positions resulting in the increased productivity of other representatives