

EXPERIENCED TECHNOLOGY LEADER

SUMMARY

Senior IT Leader with extensive experience guiding full-lifecycle IT services from strategy and design to delivery and continual improvement. Expert at aligning technology initiatives with business goals, driving cross-functional projects to successful completion, and fostering a culture of ongoing service enhancement. Microsoft Certified Professional and Project Management Professional.

EXPERIENCE

Director Managed Services

Mid-Sized MSP

📅 01/2020 - 09/2025 📍 Downers Grove, IL

Developed a strategic plan for Managed Services focused on Microsoft technologies, aligning with business and financial goals. Led delivery by fostering a high-performance culture. Implemented ITIL practices to meet customer objectives.

- Led, mentored, and managed a team of IT professionals focused on Microsoft technologies by setting clear performance and service objectives.
- Delivered managed services to clients in the Microsoft 365 and Azure ecosystem, ensuring adherence to service-level agreements and quality standards.
- Collaborated with clients to identify opportunities for service improvement and expansion.
- Identified emerging technologies and trends to keep the service offerings competitive and up-to-date.
- Conducted training and education for the sales teams regarding Managed Services.
- Managed relationships with technology vendors and partners to ensure access to necessary resources and support.
- Provided regular reports to executive leadership and clients on the performance of IT services, including key metrics and KPIs.
- Partner with Professional Services to evaluate and select the appropriate technologies and solutions for clients.
- Continuously monitored and improved service efficiency and effectiveness to provide the best service experience to customers.

Director IT Operations

Large MSP

📅 06/2014 - 04/2019 📍 Downers Grove, IL

Led a global 24:7 Service Desk and support team managing incidents, requests, and infrastructure. Collaborated with business units and vendors for strategic improvements, enhancing performance and reducing costs.

- Led and managed a global IT operations team to deliver results with a focus on customer satisfaction.
- Led strategic projects, system upgrades, and tech migrations with Agile and Waterfall.
- Developed policies, procedures, workflows, and best practices using ITIL methodology and framework.
- Stakeholder engagement – met with area leaders to groom backlog and assess new and current initiatives.
- Product owner of ITSM tool set and processes – developed and maintained the ITSM tool set and workflows, process improvements, and roadmaps.
- Technology owner of end-user devices – developed and maintained product roadmaps for end-user devices, including management, tracking, and deployment of laptops, desktops, tablets, and mobile devices.
- Change management and communication – CAB member; applied change management methodologies, processes, and tools to support adoption of change; communicated status to stakeholders.

KEY ACHIEVEMENTS

B Formalized Managed Service Offerings

Created Managed Services offerings catalog with tiered service offerings

Team Growth

Grew team by 75% during my tenure

Developed process and team for Microsoft Premier for Partners

Managed Service Offering for MS escalations

Efficiency Improvement

Increased team efficiency by 50% using ITIL best practices.

IT Service Management

Design and deploy ITSM tool sets to improve efficiency and improve customer satisfaction

Service Time Reduction

Reduced service request resolution time by 50% in global IT support.

Customer Portal Launch

Led design and launch of self-service portal

Developed Remote Microsoft Teams Room (MTR) offering

Managed Service Offering for Microsoft Teams room support

CERTIFICATION

Information Technology Infrastructure Library - Foundation (ITIL)

Project Management Professional (PMP)

Microsoft 365 Certified: Administrator Expert

Microsoft 365 Certified: Endpoint Administrator Associate

Microsoft 365 Certified: Security Administrator Associate

AWS - Certified Cloud Practitioner (AWS-CCP)

Certified Scrum Product Owner (CSPO)

Scrum Master Certified (SMC)

EXPERIENCE

Solution Architect

Retail/Appliance Provider

📅 05/2012 - 05/2014 📍 Hoffman Estates, IL

Team goal was to act as the IT trusted advisor and IT liaison between SHO and SHC IGTG.

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- Team goal was to act as the IT trusted advisor and IT liaison between SHO and SHC IGTG
- Worked with Data Center and Infrastructure teams pre- and post-separation to ensure data integrity and security
- Served as the technology expert and SHO IT representative for new infrastructure and development projects
- Coordinated and managed project implementations that involved SHO, SHC, and external vendors
- Established best practices, processes, and methodologies for SHO

Lead System Engineer

Retail/Appliance Provider

📅 08/2009 - 05/2012 📍 Hoffman Estates, IL

Developed solutions for Retail Stores for PC, Server and Mobile Devices that met

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- Lead representative for the design of application deployment and system build processes and software deployment best practices utilizing Microsoft System Center Configuration Manager (SCCM)
- Interfaced with business units on projects to educate them on our Best Practices and Processes for Retail IT projects and tasks
- Managed the relationship between Store Architecture, QA, and IBM for build and package turnover process resulting in fewer defects and quicker promotion to production
- Led and mentored contractors on staff and co-workers to work as effective members of the team

Senior Network Consultant

Mid-Sized MSP

📅 04/2006 - 04/2009 📍 Chicago, IL

Managed Service Provider and primary advisor for businesses and organizations to provide IT infrastructure solutions and best practices that lowered the total cost of ownership (TCO) and maximized the return on investment (ROI).

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- Established and maintained secure and stable infrastructures for multiple clients and proactive maintenance for the Microsoft Server platform
- Project planning, management, and implementation for migrations
- Performed IT infrastructure discoveries and assessments for new clients to establish gap analysis and recommendations
- Prepared and presented project proposals for new and existing clients
- Participated in sales calls for new business opportunities

Career Note

Mid-Sized MSP

📅 2000 - Present 📍 Illinois

- Enterprise Infrastructure and E-mail consultant

AWARDS

2024 Microsoft Partner of the Year

Converged Communications, Finalist

2023 Microsoft Partner of the Year

Converged Communications, Finalist

SKILLS

Leadership Skills

Digital Transformation	Managed Services
Talent Development	Consulting
Change Management	Service Delivery
IT Service Management	Manager
Stakeholder Engagement	

Technical Skills

Microsoft 365	Teams Rooms	SaaS	
Remote Monitoring & Management (RMM)			
Entra ID	Active Directory	Networking	
Unified Communications		Cybersecurity	
NinjaOne	SentinelOne	Intune	
Dynamics	ConnectWise	SCCM	
Exchange	O365	Microsoft	Azure
IT Solutions		Professional Services	
Azure			

EDUCATION

Bachelor of Science in Industrial Technologies

Illinois State University

📍 Normal, IL