

Objective

Seasoned program management and business development leader with more than 20 years of experience driving client success and service excellence. Expertise in building and expanding employer partnerships, leading high-performing teams and improving client retention and revenue for technology and education services firms. Adept at creating structured onboarding and engagement programs, optimizing operations through data analytics and feedback, and collaborating cross-functionally to deliver value to stakeholders. Passionate about connecting organizations with talent through innovative outreach strategies such as networking events, information sessions and targeted communications.

Experience

VP of Business Development and Operations

Personal Business- Maryland

September 2024 – Present

- **Enhanced Client and Contractor Onboarding Process:** Streamlined onboarding for clients and contractors, optimizing workflows to reduce setup time by 50% and improve the overall onboarding experience. Developed a standardized onboarding guide that ensures consistent, professional service delivery from day one.
- **Technology Management and Migration:** Successfully managed an on-time, under-budget migration from GoDaddy to Microsoft 365 and from on-premises file storage to SharePoint, boosting team collaboration and security. Regularly maintained and improved the company's tech stack, supporting a remote and in-person hybrid model.
- **Business Development and Networking:** Represented the company at regional business development conferences, expanding brand visibility and building strategic partnerships that led to a 30% increase in local client acquisitions within the first year.
- **Leveraging Automation and AI for Client Engagement:** Introduced Power Automate and AI-driven tools to enhance client engagement, automate follow-ups, and personalize communications. These efforts led to a 40% increase in client retention and a more efficient communication cycle with contractors and clients alike.
- **Hands-On Tutoring and Student Development:** Tutored high school students in time management and organizational skills, contributing to a broader educational mission and fostering positive relationships with clients and students. Developed resources and best practices that supported consistent, high-quality learning outcomes across tutoring sessions.

Director of Service Delivery

Regional MSP Provider for MD/DC Metro | Maryland August 2023 – September 2024

- Directed cross-functional technical teams—including engineering, service desk, procurement, and overseas staff—improving collaboration and delivery through streamlined workflows and Microsoft Teams integration.
- Led professional services, overseeing project scope, execution, and delivery of high-quality technical solutions.
- Developed and executed IDPs and skill reviews, aligning team growth with business objectives.
- Applied ITIL methodologies to enhance SOPs, service management tools, and change management processes, improving operational efficiency and service quality.

- Created technical roadmaps and budgets using MSP enablement tools, driving infrastructure improvements and uncovering new sales opportunities.
- Supported clients through strategic planning, hands-on solutions development, and regular engagement, consistently exceeding SLAs and strengthening relationships.
- Designed real-time dashboards for operational insights and leveraged AI tools to automate workflows, boost productivity, and enhance client experience.
- Managed vendor relationships to ensure seamless service delivery and operational scalability.

Director of Service Delivery

Large National MSP | Maryland

August 2022 – June 2023

- Spearheaded departmental strategy, budgeting, and execution, aligning goals with performance metrics and continuous improvement.
- Built and led a high-performing team of enterprise service delivery managers, increasing eNPS from negative to +20 in 8 months.
- Developed and delivered role-based training programs, including IDPs, via LinkedIn Learning and HRIS LMS.
- Created the Enterprise Service Delivery Manager role, boosting service value by 10% and expanding enterprise sales opportunities by 75%.
- Retained two national enterprise clients by proactively managing onboarding, account performance, and at-risk escalations. •
Applied ITIL practices to streamline incident, problem, and change management, reducing disruptions and improving resolution time.
- Standardized service delivery through a new business operating system covering policies, procedures, and training.
- Optimized workflows and vendor integrations (Liongard, IT Glue) to enhance efficiency and reduce customer attrition. •
Strengthened cross-functional collaboration with sales and strategic partners to resolve service issues and improve client communications.

Associate Director of Service Delivery

Same MSP

December 2021 – August 2022

- Directed departmental strategy, budgeting, and performance improvement initiatives, presenting key insights to senior leadership.
- Hired, trained, and led high-performing service delivery managers, raising employee Net Promoter Score (eNPS) from negative to +20 in 8 months.
- Developed and delivered training via LinkedIn Learning and HRIS LMS, including Individual Development Plans (IDPs) for technical and field staff.
- Created and standardized a business operating system, improving service delivery efficiency and expanding sales opportunities.
- Established the Enterprise Service Delivery Manager role, boosting service value by 10% and increasing enterprise sales potential by 75%.
- Retained key national clients and enhanced support through onboarding, account monitoring, and risk mitigation strategies.
- Strengthened cross-functional collaboration between sales and service teams to resolve delivery issues.
- Managed vendor relationships (Liongard, IT Glue) and optimized workflow processes to reduce customer attrition and drive operational excellence.

Senior Manager of Service Delivery

Same MSP

August 2019 – December 2021

- Hired, trained, and managed Service Delivery Managers (SDMs), ensuring readiness for operational and customer-facing responsibilities
- Analyzed SDM account performance and provided coaching to improve communication and procedural adherence, strengthening team dynamics
- Engaged with SMB customers during onboarding and addressed at-risk clients, improving customer satisfaction and retention
- Collaborated with strategic partners to implement proactive service delivery management solutions, enhancing the customer experience
- Developed and implemented a documentation change management process, establishing procedures where none previously existed
- Created a comprehensive training curriculum for new hires and ongoing education for engineering and managerial staff, reducing skill gaps and internal resource needs
- Migrated the managed services department into the new Service Delivery department, aligning it with organizational goals and improving efficiency

Service Delivery Manager / IT Operations

Same MSP

May 2015 – August 2019

- Improved the IT Operations Management position and led a team of IT Operations Managers assigned to customer accounts.
- Developed targeted tasks to enhance the service delivery of IT Operation Managers on staff augmentation service accounts.

- Managed a group of customer accounts to ensure the organization was meeting the agreed contracted terms of service delivery.
- Ensured the correct technical staff resources were assigned to the appropriate customer services.
- Audited the performance of technical staff and managed services assigned to my customer accounts.
- Compiled and reported managed service and staff augmentation service level agreements (SLA's) performance to customer decision-makers.
- Developed and maintained ITIL processes to ensure client expectations were met or exceeded.
- Identified opportunities for improvement in customer contracts to enhance the performance and reliability of their technical environments.
- Identified account sales opportunities and assisted in the closing of those sales.

Program Management / VCIO

Same MSP

July 2013 – May 2015

- Aligned clients' network infrastructure, IT services, and system strategies to their organizational goals.
- Managed customer system architecture, resources, and vendor relationships.
- Provided client reporting and analysis on IT operations, strategic outlook, project status, resource time budgets, and systems health.
- Crafted quality assurance processes and measured customer satisfaction through best practices outlined by the IT Infrastructure Library.

Network Administrator – Senior Network Engineering Roles

Various Companies | Maryland

February 2002 – July 2013

- Led the design, implementation, and management of secure IT infrastructure, aligning with federal contract and Office of Inspector General (OIG) compliance requirements. • Oversaw business continuity and disaster recovery planning to meet contract standards.
- Directed vendor and project engineering resources, including software development and network service partners.
- Developed and maintained network and security policies, infrastructure documentation, and asset inventories.
- Supported client IT strategy as a trusted advisor, managing onboarding, offboarding, and ongoing infrastructure operations across Microsoft and Apple environments. • Designed and executed workflow processes, software solutions, and network projects to support organizational goals.
- Managed staff security clearance documentation and submission processes.

Education

Master of Business Administration (MBA)

University of Phoenix (2018)

Bachelor of Science – Information Management

University of Phoenix (2014)

Certifications

Strategy Execution

Harvard Business School Online (2022)

Disruptive Strategy

Harvard Business School Online (2023)

Skills

- Business Development & Employer Relations
- Program & Project Management
- Strategic Partnerships & Outreach
- Client Relationship Management
- Data Analytics & Reporting
- Cross-Functional Team Leadership
- Event Planning & Engagement
- Vendor & Stakeholder Management
- CRM & Pipeline Management (Salesforce, HubSpot)
- IT Service Operations & Change Management

