

Professional Summary

IT Service Delivery & Operations Leader with 20+ years of experience driving enterprise IT support, infrastructure management, and service governance across high-volume, distributed environments. Proven record of building high-performing teams, optimizing ITIL-based processes, and exceeding SLAs for mission-critical services. Adept at aligning IT operations with business objectives, improving client satisfaction, and reducing incident volume through root cause analysis and automation. Recognized for measurable impact in improving SLA compliance, reducing ticket backlog, and accelerating incident resolution times.

Core Competencies

IT Leadership & Management: Team Leadership, Performance Coaching, Workforce Capacity Planning, Escalation Management, Stakeholder and Vendor Engagement

Service Delivery & Governance: ITIL Practices, SLA & KPI Management, Service Availability Optimization, Incident & Problem Management, Production Assurance, Change Management, Risk and Compliance

Technical Expertise: Microsoft Server & Desktop OS, VMware Virtualization, Enterprise Monitoring (LogicMonitor, Traverse), Automation (Kaseya VSA), ConnectWise, ServiceNOW, Autotask, IT Glue

Infrastructure & Operations: Datacenter Management, Server Monitoring, Network Troubleshooting, Backup & Disaster Recovery (Datto, Dell AppAssure, Backup Exec), Root Cause Analysis, Patch Management, Security Compliance, Application Support and Oversight, Onboarding and Offboarding lifecycle

Communication & Collaboration: C-Level Reporting, Client Relationship Management, Cross-Functional Team Collaboration, Vendor Management

Professional Experience

Mid Size MSP | Sep 2013 to present

Remote Support Manager – Remote Support Team
Jul 2019 – Present

- Supported IT Operations for clients, including healthcare and financial services, ensuring compliance with data protection and reliability standards
- Reduced average incident response time by 35% through workflow optimization and targeted coaching.
- Cut ticket backlog by 50% in 48 hours during a high-volume client escalation event.

- Improved SLA compliance from 92% to 99.5% by implementing proactive monitoring and resource allocation strategies.
- Delivered executive-level performance metrics that informed operational improvements and strategic planning.
- Achieved 100% accuracy in monthly contract and billing audits, eliminating revenue leakage.

Duty Manager / Systems Engineer

Jun 2016 – Jul 2019

- Resolved 100% of P1 incidents within SLA for three consecutive years, maintaining client trust.
- Increased overseas partner team productivity by 20% via improved process documentation and daily alignment calls.
- Produced SLA compliance reports that drove a 15% improvement in client satisfaction scores.

Team Lead – NOC Group

2013 – Apr 2016

- Boosted client satisfaction ratings by 25% through proactive system health checks and better communication protocols.
- Reduced recurring incidents by 40% through structured root cause analysis and permanent fixes.
- Managed an overseas technical team, increasing operational efficiency by 18% via standardized workflows.

Senior IT Systems Administrator

Retail Company | Oct 2012 – Sep 2013

- Directed multiple site migrations with zero unplanned downtime, integrating infrastructure into corporate standards.
- Maintained 99.999% system uptime through proactive monitoring and preventive maintenance.
- Streamlined patch management processes, reducing deployment time by 30%.

Senior IT Systems Administrator / Service Governance

Technology Provider | Sep 2008 – Aug 2012

- Successfully led BigFix deployment to 5,000+ endpoints, improving patch compliance by 45%.
- Completed datacenter relocation ahead of schedule, reducing projected downtime by 20%.
- Increased antivirus compliance rate to 98% through process redesign and automation.

System Technician

Technology Provider | Aug 2001 – Sep 2006

- Reduced hardware refresh cycle time by 25% through vendor coordination and inventory tracking improvements.
- Provided IT support to 450+ engineering staff, maintaining a satisfaction rating above 95%.

Education & Certifications

Bachelor of Communications – Marquette University, Milwaukee, WI

A+ Certification | ITIL Certified | VMware Certified

Technical Skills

Platforms: Windows Server, Windows Desktop OS, VMware, Microsoft Office Suite

Tools: Kaseya VSA, LogicMonitor, Traverse, ConnectWise, ServiceNOW, Autotask, IT Glue

Backup Solutions: Dell AppAssure, Datto, Backup Exec

Specialties: Patch Management, Root Cause Analysis, SLA Compliance, Capacity Planning, Service Governance