

## Professional Summary

Experienced and results-oriented Service Desk Manager with over 10 years in healthcare IT and managed service provider (MSP) environments. Skilled in leading high-performing technical teams, optimizing IT service management (ITSM) practices, and resolving complex technical issues. Proven track record of exceeding SLA metrics, mentoring IT staff, and building strong relationships with clients and stakeholders, including executive leadership. Technical expertise spans Kaseya, ConnectWise, Azure, Windows Server, and ITIL-based support models.

## Core Competencies

ITSM & Tools: ConnectWise, Kaseya, ITGlue, AutoTask, SolarWinds, Datto RMM

Networking: TCP/IP, DNS, DHCP, LAN/WAN, VPN, Firewalls

Cloud & Virtualization: Azure, AWS, VMware, Virtualization

Operating Systems & Software: Windows, macOS, Linux, Windows Server, Active Directory, MDM, Microsoft Office, Google Workspace

Support Operations: Remote Support, Ticket Escalation, SLA Management, KPI Reporting, Technical Mentorship

Languages: English (Native), German (Native)

## Professional Experience

### Service Desk Manager

Small MSP – Plano, TX / Remote

July 2015 – August 2025

- Directed daily service desk operations, leading to a 30% reduction in ticket resolution times and improved team productivity.
- Consistently exceeded SLA targets by up to 45% through effective KPI monitoring and proactive performance management.
- Mentored and coached a team of five technicians, significantly improving first-call resolution rates and technical expertise.
- Resolved 90% of high-level escalated tickets, acting as the primary escalation point for complex issues.
- Built and maintained strong relationships with client stakeholders, including regular communication with C-suite executives.

- Oversaw onboarding and training for new team members and developed technical documentation and SOPs to standardize operations.

### Receiver

Well known super store – Sanger, TX  
June 2014 – June 2015

- Unloaded, sorted, and labeled incoming inventory for warehouse distribution.
- Operated forklifts and adhered to safety protocols while maintaining high levels of accuracy and efficiency.

### Lead Technician

Cable Compz Dallas-Fort Worth, TX  
June 2006 – May 2014

- Installed and maintained satellite systems for residential, commercial, and multi-dwelling unit clients.
- Performed custom cabling, mounting, and technical troubleshooting based on customer needs.
- Delivered on-site customer training and maintained high satisfaction ratings.

### Education

High School Diploma  
Wuerzburg American High School – Würzburg, Germany

### Certifications

- CompTIA A+ (Expired)
- CompTIA Network+ (Expired)
- Microsoft Certified Solutions Expert (MCSE) (Expired)

References available upon request.