

# Andrew Mina

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## SUMMARY

Business Operations and Service Desk Manager with over 10 years of experience managing service requests and incidents from report to resolution. Expertise in prioritizing, documenting, and resolving end-user help requests while ensuring adherence to SLAs. Skilled in customer service, escalation management, and fostering strong client relationships. Proven ability to lead teams in delivering high-quality support services, exceeding customer expectations, and driving operational excellence. Adept at utilizing ITIL best practices, incident tracking tools, and multi-platform processing to ensure seamless service delivery.

- Project Management
- Relationship Management
- Operations Management
- ITIL Best Practices
- Change Management
- Business Analysis
- Strategic Planning
- Employee Relations
- Stakeholder Engagement
- Service Delivery Management
- Client Escalations
- Incident Tracking and Resolution
- SLA Compliance
- Customer Support
- Customer Relationship Management

## PROFESSIONAL EXPERIENCE

**Newcomputech Inc.,** New York, NY

**May 2013 - Present.**

### *Business Operations and Delivery Manager*

- Managed project timelines, including communication of critical need items, risk management, and change management.
- Served as the primary point of contact for client escalations, ensuring prompt resolution and maintaining high-quality standards in alignment with committed SLAs.
- Utilized technical skills in CRM software and ticketing systems to track and manage client inquiries initiating action to maintain or improve service levels.
- Led service desk operations, overseeing ticketing systems to track, prioritize, and close incidents.
- Mentored, coached, and directed a team of 4 account representatives and 10 technicians, recognizing strengths, and encouraging them to take ownership of their personal development.
- Fostered strong relationships with customers through on-site meetings, conflict resolution, and proactive service follow-up.
- Led initiatives that resulted in a 15% increase in profits by developing additional value propositions with third-party vendors, leading to a 20% boost in sales and 50% increase in operational efficiency.
- Championed the reduction of customer complaints by 90%, significantly enhancing customer satisfaction.
- Negotiated cost-effective contracts with vendors, positioning lucrative terms with distributors to increase profit margins.
- Developed and delivered high-quality solution support and expanded client services to exceed customer expectations.
- Provided direct support of personnel in the day-to-day execution of all work flows.
- Acted as a key liaison between clients, distributors, and technicians to ensure scope of work targets were met.
- Ensured technicians were up to date with training and technology, maintaining status and partnerships with major IT Companies like Cisco, HP, Xerox, Brother, and Lenovo.

**Broadridge Financial Services,** Jersey City, NJ

**October 2011 – May 2013**

### *ACAT Associate*

- Achieved 100% of work deadlines for processing daily automated customer account transfers. Participated in the following (ACATs) collaborating with internal stakeholders to execute and expedite transfers.
- Processed transfer-related requests, including automated customer account transfers and non-automated transfers using proprietary electronic imaging and workflow systems.
- Cultivated effective customer relationships, accurately assessed client documents, reconciled asset receipts, and conducted investigations to address queries.
- Collaborated with fund companies, brokerages, and trust firms to ensure precise and timely transfers, including the establishment of trade and settle dates with global entities.

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**Newcomputech Inc.,** New York, NY

**November 2010 - October 2011**

***Account Executive***

- Boosted profits by 10% by re-engaging inactive clients and repositioning service value.
- Marketed IT services, software, and hardware solutions to private firms and government agencies within a defined territory.
- Identified, qualified, and closed opportunities throughout the sales process to increase profits.
- Prospected and developed new business, negotiating mutually beneficial contracts while providing post-sales support.
- Utilized a consultative sales approach to connect with existing and potential customers, building trusted relationships as a technical consultant and problem solver.
- Conducted market analysis to identify additional sales opportunities to improve profitability.
- Delivered exceptional customer satisfaction by swiftly resolving client complaints through in-depth investigations, solution development, and comprehensive report preparation.
- Reviewed client accounts for timely reconciliation, ensuring receipt of expected payments and improving corporate cash flow.

**EDUCATION**

**Bachelor of Science, Business Administration and Marketing,** New Jersey City University, Jersey City, NJ

**CERTIFICATIONS AND HIGHLIGHTED TRAINING**

CompTIA A+ Certification, ITIL 4 Foundation Certification

**ADDITIONAL TECHNICAL SKILLS**

Proficient with MS Office (Excel, PowerPoint, Word, Access, Teams), Manage Engine, Sage 50 Accounting, Passport (Procurement Platform)