

Kelly Cantor

Operations / Service Delivery Director

Strategic Operations Leader | MSP Growth | IT Service Excellence

Visionary leader with 20+ years of experience driving Managed Services Provider (MSP) growth through operational excellence, customer success, and technology innovation. Skilled at building and leading high-performing teams, optimizing processes, and aligning IT service delivery with business objectives. Recognized for strengthening client relationships, improving utilization, and delivering measurable business results.

Professional Experience

Tekscape, Inc. – New York, NY

Operations / Service Delivery Director

09/2024 – 03/2026

- Direct service delivery operations for a midtown Manhattan MSP, ensuring client satisfaction and operational efficiency across engineering, help desk, and project management teams.
 - Oversee KPI reporting, ticket backlog trends, CSAT scores, and timesheet compliance to maintain accountability and improve service outcomes.
 - Implement onboarding frameworks for clients and vendors, including kickoff, discovery, audit, tool deployment, and finance setup.
 - Collaborate with leadership on strategic initiatives, resource planning, and scaling service delivery to meet evolving client demands.
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Advanced Computer Technologies – East Hanover, NJ

Director of Operations

09/2023 – 09/2024

- Led a team of 30+ IT professionals delivering best-in-class customer support.
- Developed and executed strategic plans that improved operational efficiency and service profitability.
- Championed technology adoption to streamline workflows and enhance client experience.
- Negotiated and maintained vendor relationships to improve cost-effectiveness.

Service Director

02/2021 – 09/2023

- Designed and implemented SLAs to exceed client expectations.
- Built and managed a high-performance service desk, embedding a customer-centric culture.
- Streamlined escalation processes to resolve client issues faster and more effectively.

IT Project Manager

08/2019 – 02/2021

- Delivered IT projects on time, within scope, and budget by managing timelines, risks, and resources.
- Improved documentation standards for transparency and knowledge transfer.

Help Desk Manager

10/2012 – 08/2019

- Directed daily help desk operations to ensure top-tier client support.
 - Implemented process improvements to optimize resolution times.
 - Fostered strong relationships with clients and internal stakeholders.
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ACT Pro Solutions – Roseland, NJ**Senior Recruiter**

08/2011 – 09/2012

- Successfully filled critical IT roles within tight timelines.
 - Enhanced recruiting practices and negotiated competitive packages.
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EPI – Cliffside Park, NJ**Office Administrator**

04/2007 – 06/2011

- Managed day-to-day office administration and executive support.
 - Oversaw vendor management, scheduling, and resource allocation.
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Martek Solutions – Hackensack, NJ**Help Desk Manager**

08/1999 – 08/2004

- Supervised call center operations and technical support delivery.
 - Managed procurement and hardware repairs.
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Athene, Inc. – New York, NY (Contract)

Help Desk Coordinator

05/1999 – 08/1999

- Coordinated help desk support and vendor escalations.
 - Ensured resolution of complex IT issues with minimal downtime.
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Core Competencies

- Service Delivery & Operations Leadership
- MSP Client Onboarding & Lifecycle Management
- IT Project & Program Management
- SLA & KPI Development
- Process Optimization & Automation
- Cross-Functional Team Leadership
- Vendor & Partner Management
- Client Success & Escalation Management