

## IT SUPPORT & OPERATIONS EXECUTIVE

*Driving Company Value • Optimizing Productivity • Effectively Managing Programs and Personnel*

Multi-talented Support and Operations Executive with extensive experience in Call Center Operations. Proven ability to build corporate value through incident management, creative negotiation, implementation of ground-breaking programs, and keen forward-thinking to see both potential areas for profit as well as possible pitfalls to adeptly avoid. Self-motivated leader with the ability to develop, lead, and mentor associates while monitoring and evaluating performance to empower teams that exceed objectives. Implements and/or restructures programs and processes to boost productivity, ensure maximum up-time, provide exceptional customer service, control expenses, and improve the corporate bottom line.

### - CORE COMPETENCIES -

- Call Center Operations Management
- Project Planning & Leadership
- Negotiation
- Continuous Process Improvement
- Incident Mgt & Root Cause Analysis
- Technical Integration (ACD)
- Driving the Customer/User Experience
- Personnel Management
- Stakeholder Management

### - PROFESSIONAL EXPERIENCE -

#### **Capgemini North America, Inc.**

**March 2023 – Present**

IT Service Management Company

#### **IT Major Incident Manager /Problem Manager**

*Driving, managing, and coordinating response to all major incidents. Conducting RCA's on each major incident handled for CSL Behring Corporation.*

- Triage proposed major incidents. Assemble the Major Incident Response Team (MIRT). Escalate to team Leads and Managers as needed. Drive major incidents to resolution. Keep accurate and timely Major Incident Management (MIM) logs during incidents. Send major incident communication to stakeholders. Ensure the incident management process follows ITIL practices.
- Pull on-call MIM rotational shifts and others as needed.
- Conduct Root Cause Analysis (RCA's) on each major incident handled and others as assigned as the Problem Manager. Ensure that problem management tickets are conducted within SLA's.

#### **Experis Manpower Group, Inc.**

**October 2022 – February 2023**

Provides IT professional contract staffing.

#### **IT Major Incident Manager**

*Driving, managing, and coordinating response to all major and high priority incidents for Volvo Cars Corporation. Working within a team covering the globe 24/7, 365 days. Produce statistics for incidents to improve quality assurance.*

- Clarify incident priority to execute the correct level Incident Management or Major Incident Management Process.
- Drive clear, accurate and timely communications to internal stakeholders and resolver teams.
- Chairing and driving Technical and Management conference bridges up to Executive Director level.
- Lead and contribute to effective Major Incident Reviews, produce Major Incident Reports, and input to the Change and Problem Management Processes. Responsible for effective internal and/or vendor escalations.
- Acting as the single High Priority Incident POC (point of contact) for internal stakeholders.

## Tri-State Generation and Transmission, Inc.

May – October 2022

Generation and transmission of electricity to member cooperatives

### IT Service Management Program Manager

*Maturing ITSM processes by ensuring IT changes follow the needed process as the Change Manager, driving major incidents to resolution and sending corporate communications, problem managing RCA's, advancing the incident management program.*

- Review and approve IT changes and facilitate Change Management semiweekly meetings.
- Manage major incidents to resolution and send relative corporate communications.
- Conduct root cause analysis on problem tickets and ensure follow-up corrective actions are taken.
- Revise procedures to mature the ITSM processes.
- On-call for major incidents and emergency change requests.
- ITSM software administration.

## Experis Manpower Group, Inc.

March 2021 – April 2022

Provides IT professional contract staffing.

### IT Major Incident Manager

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## DR Power Equipment | South Burlington, VT

2019 – 2020

Premier property management equipment company

### Technical Support Apprentice

*Provided technical support from owners and dealers of DR Power's property manager equipment.*

- Troubleshooting to determine cause of machine problems.
- Performed at high level and promoted from Technician Level I to Apprentice III in 6 months.

## Keurig Dr. Pepper | Waterbury, VT

2014-2019

One of North America's largest beverage companies with more than 125 owned, licensed, and partner brands in single serve coffee systems, soft drinks, juices, and fruit teas.

### Incident Manager

*Created and managed Critical Incident and Problem Management Programs while effectively handling interactions with vendor partners and overseeing IT Helpdesk post service-outsourcing.*

- **32% decrease** in Mean Time to Acknowledge (MTTA) and **47% improvement** in Mean Time to Restore (MTTR) realized after conceptualizing, creating, and implementing a ground-breaking Incident Management Program.
- **Extensive management of enterprise outages** for premise and cloud-based applications and infrastructure in SAP manufacturing and Hybris web platform environments. Facilitated 100+ Sev 1 and Sev 2 major incidents to resolution.
- **9,000 network users** provided prompt restoration of secure login capability after cyber/malware attack; led team of internal and external Active Directory experts, application staff, and corporate communications personnel to success.
- **Zero KPI degradation** after onboarding new application/infrastructure vendor, promptly securing MTTA of 13 minutes and MTTR of 49 minutes on Sev 1 incidents.
- **Drove two-month 41% MTTA and 25% MTTR improvement** after selecting one of three implementation vendors to create a Critical Incident Response team that centralized on-call schedules and methods of dispatch.
- **Three-month timeline met** to successfully transition Incident Management Program to external Eastern European vendor; awarded department achievement award for meeting tight timeline from contract signing to cutover.

- **Reengineered 55% of customer portal** while monitoring KPI's on 750 weekly inbound calls after assuming vendor's IT Helpdesk support.
- **Four-week turnaround** on redesign and centralization of previously disparate and time-consuming methods of providing on-call support and response to Sev 1 and Sev 2 incidents.

**The University of Vermont (UVM) Medical Center | Burlington, VT**

**2004-2014**

Non-profit, academic medical center located in Burlington, Vermont encompassing five campuses and over 500 beds.

**IT Manager**

*Managed Telecommunications, IT Helpdesk, Data Center, IT Security, and IT Education and Training. Supervised as many as 38 direct reports.*

- **17% and 13% reductions** respectively in Sev 1 and Sev 2 incidents secured within 18 months after thorough root cause analysis conducted by newly created six-member Problem Review Board (PRB).
- **Enforced phone contract covering 10,000 phones** after recognizing major vendor breach in maintenance agreement; coordinated with Legal Department to sever existing contract after recognizing unethical behavior.
- **73 clinical practices and business departments upgraded** utilizing Automated Call Management (ACD) system that established baseline KPI's and improved performance.
- **300% increase in IT Helpdesk staff** to provide first-line support post-implementation of organization-wide Epic Electronic Health Record (EHR); training revealed 89% high satisfaction in survey conducted six months later.
- **93% tracking of adds/changes/break-fix incidents obtained** upon implementation of new uniform IT Service Management System (ITSM), a marked improvement from prior ability to track 64% of incidents.
- **Negotiated and installed new phone system (PBX)** for 430,000 SF ambulatory care center covering 1,600 phones and 19 clinical specialty practices.
- **10,000-line PBX upgraded** with minimal downtime to 2,000 medical center phones, averting potential eight-hour outage.
- **33% additional server capacity** created after conducting a thorough electrical and HVAC engineering assessment, procuring a new air handler, upgrading electrical systems, and reconfiguring space requirements.
- **18% improvement in First Call Resolution** after right sizing the department to include highly motivated Helpdesk staff; retention rate of staff was five years with many later accepting roles of increased responsibility.
- **Negotiated purchase of \$3.7 million telecommunication system** for 19 sites that included 10,000 phone lines and 500 hospital beds; realized \$137K savings in annual maintenance costs and brought project in 16% below budget.
- **Justified building 2,300 SF 24/7 Call Center** staffed by 13 agents that scored 93% patient satisfaction within six months of occupancy.
- **Protected 1,500 PC's and 76 servers from worst of malware attack** after swiftly mobilizing recently created Incident Management system data to contain virus spread and safely and rapidly restore operations.

**- EDUCATION & PROFESSIONAL DEVELOPMENT -**

**Bachelor of Science in Business Administration | Trinity College – Burlington, Vermont**

**ITIL Foundation/IT MS Academy- Service Management | UVM Medical Center – Burlington, Vermont**

**PMP Boot Camp/ Project Management Training Institute**

**EMT Basic | National Registry of Emergency Medical Technicians and Vermont EMS**

**Project Management Institute, Member**

**United States Air Force, E-4**