

Sample Technology Services Delivery

Summary of Qualifications

Throughout my career as a Technology Service Delivery Manager, I have led teams to provide high-touch IT support and services to c-suite executives. I am adept at working across business units to identify user needs and to recommend new strategies, process improvements and best practices to achieve business goals. Experienced at working within a global environment, I manage diversified teams through multiple time zones, providing project management and oversight, while communicating status updates to the c-suite.

Selected Accomplishments

- Managed large-scale migration of IT services for Office of the Chairman, Dolan Family office, Lustgarten Foundation and Knickerbocker Group to value-added resellers
- Reduced system operating costs by 60% & increased connection speeds by 50%
- Improved Call Center support desk response time by 22%, decreasing ticket volume by 18% and driving visits to online knowledge base by 10%
- Presented newly designed Board of Directors web portal to the c-suite and board members
- Launched Client Satisfaction Program for VIP client feedback on IT services

Certifications

Certified Scrum Master (in progress)

ITIL v3

CCNA

MCSE + Security

Professional Experience

Director, IT Services Delivery

2015 - present

Cablevision

- Lead a team of support analysts responsible for providing IT support services to the C-level executives, Board Members and SVP
- Ensure objectives are met by developing team score card to measure performance against Enterprise IT group goals
- Conducted goal cascade sessions for the team to ensure that everyone is aware of strategic direction
- Identify root cause of chronic issues using ServiceNow reporting for trend analysis

Team Lead, IT Services

2011 – 2015

Morgan Stanley

- Enhanced team performance reporting by leading migration of the team's ticketing system to the ServiceNow platform
- Provided VIP support for business travelers by designing "follow the sun" support model
- Improved existing processes by conducting annual client satisfaction surveys
- Introduced Weekly Incident Review sessions to ensure that the team and subject matter experts review critical and high-priority incidents on regular basis
- Upgraded knowledge-sharing among team by establishing a social Jive portal

- Redesigned the end user communications sign-off process between Service Delivery managers and the End User Services Communications team
- Managed global IT infrastructure and operational management for c-suite and Technology Investment Banking Division

**IT Executive Support
IAC**

2006 – 2011

- Managed day-to-day IT support to the Chairman, including monitoring and repair of laptops and workstations
- Conducted remote site surveys to ensure hardware and network stability
- Created business continuity plans and customer service manuals
- Wrote bi-weekly IT Newsletter in order to update management on tech developments

IT Team Lead

2001 – 2006

Schlumberger, Ltd

- Led IT operations for global headquarters, supervising 5 technicians supporting applications that processed over \$100M stock transactions per month
- Monitored integration of web-based corporate record systems with LDAP enterprise infrastructure
- Developed disaster recovery/business continuity plan for offsite office that processed over \$4B of transactions daily
- Managed project to consolidate email servers to a new system that resulted in more efficient support, simplified hardware/software upgrades and support for handheld devices

**Systems Administrator/Desktop Support
Invision**

1998 – 2001

- Led team of programmers in development of central order processing system to process orders from 120 e-commerce websites with weekly volume of 2000+ orders using PHP with MySQL backend
- Performed Windows and UNIX system administration tasks, including account modifications, system performance optimization and vulnerability patching
- Configured and administered InterMapper network monitoring tool for 400+ websites and 40+ servers in UNIX and Windows environments; performed root cause analysis of problems and repair with minimal downtime
- Expanded office networks using a multi-layered approach to ensure security and monitoring on all layers of network

Education

New York Institute of Technology

2004

MS – Computer Science

Hofstra University

2000

BS – Computer Science