

Senior Manager – IT Support

Jumpstarting growth and capturing greater responsiveness to the ever-changing business landscape

CONSUMMATE, HIGH PERFORMER with seasoned leadership roles in 24x7x365 service desks, application support, network operations, technology roll-out, and multi-project delivery with an IT services and communications company. Impressive, fast-track management career chronicled by the uncanny ability to slash expenditures, intensify performance and streamline operations.

P&L MAXIMISER with a rich history of curbing cost by consolidating fragmented operations, adopting strategic outsourcing initiatives and more efficiently leveraging resources across business units and geographies. Achieved cost savings in maintenance and licensing costs by circa \$4M, while contributing \$1.2M in annual gross margin through help desk and network operations outsourcing. Innovative ITIL practitioner dovetailing people, process and technology to manoeuvre standardisation activities resulting in optimised incident handling, intact problem management and minimal issues associated to changes.

DEDICATED PARTNER + STRATEGIST, successfully architecting disaster recovery plans for core systems and applications and designing highly scalable, secure and redundant network environments leveraging leading-edge hardware and software revisions from key vendors. Drives multi-million dollar projects and budgets and directs daily business operations while managing and motivating large staffs of high-performance professionals.

EDUCATION + TRAINING

BACHELOR OF BUSINESS ADMINISTRATION
(STRAYER UNIVERSITY, GA)

ASSOCIATE OF BUSINESS ADMINISTRATION, MAGNA CUM LAUDE, ALPHA CHI HONOURS
(STRAYER UNIVERSITY, GA)

ITIL V2 FOUNDATION

ITIL V2 PRACTITIONER (CHANGE MANAGEMENT)

ITIL V2 PRACTITIONER (SUPPORT + RESTORE)

ITIL V3 FOUNDATION

KEY COMPETENCIES

- Technical Infrastructure
- Data Centre Architecture
- Performance Tuning
- Capacity Monitoring
- Contingency Planning
- Systems Security
- Disaster Recovery
- Systems Migration
- Backup + Business Continuity
- Business Case Analyses
- Data Centre Consolidation
- Cost Reduction
- Time + Resource Optimisation

HIGH IMPACT PERFORMANCE

- **Steered** a robust cross-process consolidation, leading the integration of 3 service desk and system operations centres into a single ticket/incident management system that realised an unprecedented increase in customer satisfaction by circa 98.7% and a survey response rate of +10%.
- **Bolstered** operational efficiency through the consolidation initiative achieved through workflow alignment between 3 tiers of IT Operations (Support, Engineering and Development).
- **Drastically slashed** IT operational costs by consolidating teams and systems; eliminating excess infrastructure, licensing and maintenance costs; transitioning to low-cost offshore resources; and creating lean yet efficient operating conditions through rightsizing activities.
- **Achieved** staffing efficiencies in support of 24x7x365 operations by effectively deploying the workforce in an optimal configuration for emergency response, equipment maintenance and vendor management.
- **Devised** best-in-class business continuity and coverage strategies through the identification of employee skill gaps and the analysis of historical and existing data on work volume and peak hours.
- **Cultivated** top management buy-in for the implementation of a new CRM System (BMC's ITSM Suite) through a high-impact business case, resulting in the significant decline in annual maintenance and licensing fees.
- **Fostered** cross-functional team synergy through the strategic relocation of one of the Network Operations Centres to a new site, allowing for more effective collaboration and sharing of best practices.
- **Seamlessly manoeuvred** the migration of network storage solution to a new platform that achieved fault tolerance, high availability, synchronous replication and disaster recovery, resulting in savings of circa \$1M.

HIGH IMPACT PERFORMANCE, CONTINUATION...

- **Curtailed** churn rate and improved customer retention by leveraging system upgrades and implementation of new product features.
- **Architected** and managed Operations Centres to support Cloud and virtualisation businesses and provided top-notch 'NOC-in-a-box' remote monitoring support for all IT services products.
- **Recognised** for the smooth execution of system migration from California Data Centre to Georgia site with zero unplanned downtime, business disruption or negative impact to service level availability, while simultaneously contributing to bottom line through the selloff of the data centre and unused assets.

RESTRUCTURING | LARGE-SCALE CONSOLIDATIONS | OFF-SHORE OUTSOURCING

- **Streamlined** the intake process for technical work and project requests through the integration of Oracle/MySQL, MSSQL and Progress Database teams into one cohesive unit.
- **Championed** an asset tracking program for DB licenses that slashed total maintenance spend by circa 20% through the identification of unutilised licenses.
- **Quarterbacked** and managed highly visible and critical technical support escalations for new key product lines across the business, VoIP and Municipal Wireless segments, capturing prompt and complete resolution and high levels of customer satisfaction.
- **Instituted** new performance metrics that were consistently achieved by the team including improving overall KPI's from 85% to 90% within the first year of implementation.
- **Steadily attained** performance goals despite declining resources, including surpassing the Tier 1 resolution rate and maintaining the average time to repair for the Help Desk and Network Operations Centre by fostering collaborative processes and executing workflow improvement practices across several departments.

CAREER CHRONOLOGY

EARTHLINK INC. | CANBERRA, ACT (2003 – PRESENT)

SENIOR MANAGER OF IT SUPPORT (2011 – PRESENT)

Span of leadership: 4 Direct Reports and 32 Indirect Reports; Reporting directly to the VP of IT

- Drives the achievement of established KPI's in the provision of Level 1 and 2 desktop and telecom support through the efficient administration of the entire Service Desk Operations while maintaining the availability and uptime of all network and internet services in overseeing the 24/7 Network Operations Centre.
- Promoted ITIL-based processes and procedures for implementation by several departments while continuously evaluating the success of each execution through the use of KPI's, metrics and annual reviews.

SENIOR MANAGER OF INFRASTRUCTURE ENGINEERING (2008 – 2011)

Span of leadership: 10 Direct Reports and 2 Indirect Reports; Reporting directly to the VP of Infrastructure Operations

- Ensured process alignment across 4 different Database Operations teams of Oracle, MySQL, MSSQL and Progress accountable for 500+ DB instances across a multitude of environment.
- Directed the Enterprise Storage Operations team that sustained availability for over 1PB of raw storage, while architecting high availability solutions for Application Development.

SENIOR MANAGER OF SUPPORT OPERATIONS (2003 – 2008)

Span of Leadership: 4 Direct Reports and 30 Indirect Reports; Reporting directly to the Director of Service Desk and Data Centre Operations

- Managed all aspects of two distinct departments, the Help Desk and the Network Operations Centre, with a combined headcount of 30+ team members.

PRIOR EXPERIENCE

- Polished technical skills in managing high availability, mission-critical operations environment, starting as a **Network Operations Centre Shift Supervisor** and immediately advancing to the **Manager of Surveillance**.