

# ROBERT SMITH

## Sr. IT Service Desk Manager

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

### SUMMARY

Highly qualified IT Service Desk Manager with experience in the industry. Enjoy creative problem solving and getting exposure on multiple projects, and the collaborative environment on which your company prides itself.

### CORE COMPETENCIES

Microsoft Office, ServiceNow.

### PROFESSIONAL EXPERIENCE

#### Sr. IT Service Desk Manager

Logisticare Solutions LLC - August 2014 – 2020

##### Key Deliverables:

- Oversaw 100% of the requests, incidents, and problems reported by the organization.
- Managed and coordinated urgent and complicated support issues.
- Performed incident manager duties to resolve all P1-P2 reported by the organization.
- Performed Problem Management duties to restore systems to the pre-incident state including root cause analysis in line with ITIL based methodologies.
- Developed and mature phone/ticket escalation processes to ensure free-flowing escalation and information within the organization.
- Managed, train, coaches, and mentors Service Desk Specialists and Systems Administrators.
- Managed projects to stabilize IPsec data connections.

#### IT Service Desk Manager

Delta Corporation - 2009 – 2014

##### Key Deliverables:

- Provided strategic and tactical leadership for the Service Desk.
- Ensured necessary Incident and Request Management processes, policies and procedures were defined, practiced, measured and adhered.
- Leveraged metrics for the following identifying and reducing problem areas, improving personnel performance and identifying improvement.
- Managed it service desk and network operations for global ngo developing literacy programs in ten developing countries.
- Managed san francisco in-house it team who provided direct desktop support to 120 administrative and fundraising staff in seven countries and 3rd-tier network and operational support to local it staff in ten additional program countries.
- Lead project to migrate 700+ global users from on-premises exchange to ms office 365.
- This is Dummy Description data, Replace with job description relevant to your current role.

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### EDUCATION

- Bachelor of Science in Information Technology - (German International University)