EVELYN WHITE

Assistant Service Desk Manager

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PROFESSIONAL SUMMARY

Accomplished Assistant Service Desk Manager with 7 years in IT support leadership, specializing in enhancing service delivery and user satisfaction. Expert in applying ITIL methodologies to optimize workflows, streamline operations, and foster a collaborative team culture. Committed to continuous improvement and delivering exceptional service in high-pressure environments.

WORK EXPERIENCE

Assistant Service Desk Manager
Maple Leaf Consulting

📅 Apr / 2020-Ongoing
📍 Toronto, ON

1. Oversaw a team of service desk personnel across all US locations, ensuring adherence to ITIL workflows for incident and change requests.
2. Conducted regular incident detection and root cause analysis (RCA) reporting for clients.
3. Managed escalations effectively, fostering a positive environment and achieving business goals.
4. Participated in candidate selection and assessments to build a high-performing team.
5. Handled shift management and ensured timely roster submissions for associates.
6. Maintained accurate inventories of hardware and software assets.
7. Collaborated with global locations to enhance the overall service desk framework.

SERVICE DESK MANAGER
Summit Peak Industries

📅 Apr / 2018-Apr / 2020
📍 Denver, CO

1. Supervised and mentored a team of 15 analysts, ensuring 24/7 support for educational testing software.
2. Maintained the highest standards of customer service across all interactions.
3. Provided training and support for external educational customers, enhancing their experience.
4. Managed the technology budget for the service desk, advising on technology purchases.
5. Successfully rolled out new software across the state educational system, improving operational capabilities.
6. Conducted hiring and performance evaluations for service desk analysts, fostering team growth.

EDUCATION

Bachelor of Science in Information Technology
University of Technology

📅 Apr / 2016-Apr / 2018
📍 Seattle, WA

Focused on IT service management and support systems.

SKILLS

Service Desk Management	Time Management Skills	Conflict Resolution	Performance Metrics Analysis

ACHIEVEMENTS

⭐ Reduced average ticket resolution time by 30% through process optimization.

⭐ Achieved a 95% customer satisfaction rate by implementing feedback loops.

⭐ Developed training programs that improved team performance metrics by 25%.