

John Doe

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SUMMARY OF QUALIFICATIONS

Experienced project manager with over a decade of customer support and operations management experience in both government and private industry settings. Skilled in the development of standard operating procedures (SOPs), service request ticketing systems and effective project teams. Demonstrated leadership skills to manage and train multicultural teams in high-stress and high-volume request environments. Manages team through strategic relationship building, setting high expectations and serving as an exemplary role model. Dedicated to both excellence and a company mission focus in delivering a quality customer service experience.

Skills and Expertise

Communications; Customer Service and Support; Operations Management; Team Leadership; Ticketing Systems

PROFESSIONAL EXPERIENCE

IT Service Desk Manager (current position), XXXX, City, State (2006–present)

Eight years of experience in the IT Service Desk division at XXXX with advancing promotions to manager position based on continuous high-level performance that always exceeds company and customer expectations. XXXX is a leading technology integrator that provides full lifecycle services and solutions in the technical, engineering, and enterprise IT markets.

Manager, Federal Retirement Thrift Investment Board (FRTIB) Service Desk, XXXX (2013–present)

- Planned, implemented and manage all operational aspects of a new technology and enterprise support services contract, with overall responsibility for a \$2M budget and 13 team members.
- Established SOPs and new ServiceNow ticketing system in collaboration with the client, along with training of staff on these procedures, to meet all service level agreements.
- Created service desk metrics and established metric tracking system via a dashboard application.
- Designed a successful communications campaign with poster, brochure, and email template to facilitate transition of users to new support desk; and effectively resolved backlog of tickets from previous contractor.
- Efforts to date have positively resulted in customer satisfaction ratings of >90%, 50% of tickets resolved and 88% of those resolved in first day, <2% call abandonment, and a phone response time of <15 seconds.

Supervisor, US Immigration and Customs Enforcement (DHS-ICE) Service Desk, XXXX (2007–2013)

- Meritoriously promoted from Analyst to Team Lead and to Supervisor based on strong performance reviews in this 24/7 call center that provided technical support to end users in: PC hardware and software, Microsoft Active Directory/Exchange, domain accounts, network/VPN connectivity and printing issues.
- As Supervisor, directed 15 Service Desk Analysts and 5 Team Leads with a 100% staffing level; approved schedules and time cards; and monitored performance of desk and employees with reporting responsibilities.
- As Team Lead, supervised and trained teams of 4–5 employees; managed the online submission process to handle all web tickets within 2 hours, fulfilling 100% of the service level agreements with the customer; and audited tickets/monitored calls with customers to evaluate quality and performance.
- Maintained a security clearance throughout the contract and ensured business confidentiality.

Manager, Toyota Manufacturing Sales Temporary Service Desk, XXXX (2012)

- Managed full life cycle of temporary service desk to transition customer to new email software system.
- Coordinated hiring, training, and project communications to keep project within scope and budget.
- Supervised 15 employees and placed 90% of staff based on performance into other positions at project end.

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Analyst, Calpine and Bristol-Meyers Squibb Service Desks, XXXX (2006–2007)

- Provided user support for level-one customer issues related to off-the-shelf software products (e.g., Outlook), scientific software applications (e.g., Clinsight), voicemail/phone accounts and network/VPN connections.
- Used effective customer service skills to work with user to resolve tickets on first contact when possible.

Sergeant, 3rd Battalion/10th Marines Artillery Regiment, United States Marine Corps (2002–2006)

- Served in primary role as maintenance management chief in charge of logistics for the timely delivery of parts for vehicle repair and general supplies.
- Supervised and trained up to 30 Marines at any given time on proper operating procedures in multiple environments, including during two deployments to Iraq and the Mediterranean.
- Provided system administration and network support for asset tracking and maintenance software systems.
- Collaborated with other chiefs to resolve issues and developed SOPs for effective asset tracking.

Sales Representative, XXXXXX, City, State (2000–2002)

- Provided excellent customer service and sales support in electronics department of large retail store, with an overall ranking of second in electronics sales for the store.

EDUCATION

BA Business Management, University of XXX (2015)

AAS Business Management Technology, XXX Community College, City, State (2008)

TRAINING AND CERTIFICATIONS

Business Certifications and Training

ITIL Intermediate: Operational and Support Analysis Certificate (2014)

ITIL Foundation Certificate in IT Service Management (2014)

Military Training and Education

Functional Systems Administrator, Asset Tracking Logistics and Supply System (ATLASS II+) (2003)

Marine Corps Integrated Maintenance Management System (MIMMS) Training Course (2002)

SECURITY CLEARANCES (Previously Granted)

ADP-II (IT-2) High-Risk Public Trust Position

Department of Defense “Secret” Clearance

Department of Homeland Security “C6” Position of National Security

MILITARY HONORS AND AWARDS

Navy Achievement Medal; Certificate of Commendation; Letter of Appreciation; Good Conduct Medal; Global War on Terrorism Expeditionary and Service Medals; Iraqi Campaign Medal; Presidential Unit Citation; Navy Unit Commendation; National Defense Medal; Sea Service Deployment Ribbon; Combat Action Ribbon

COMPETITIONS

2nd Place in Age Group, XXXX Schools 5K Race (2015)

1st Place in Age Group, Neighborhood Watch 5K Race (2013)