

Professional Experience

IT Supervisor

Skyline Conferencing Solutions, New York, NY | July 2017 – Present

- Manage, build, and develop a help desk team with over 25+ IT personnel, serve as the escalation point for tier III issues, and optimize resource allocation and forecasting to ensure appropriate staffing levels during high-volume periods
- Develop and train 60+ help desk staff on communication, troubleshooting, SOPs, and customer service best practices, resulting in a 10% increase in client satisfaction scores
- Identify opportunities to improve service quality and establish a process to document technical solutions in a shared knowledge base, resulting in a 15% call-time reduction

Help Desk Supervisor

McAfee, New York, NY | June 2015 – July 2017

- Oversaw all aspects of help desk operations for an anti-virus software provider, managed a team of 30+ team members troubleshooting tier I and tier II issues for customers, and successfully improved resolution times by 10%
- Established a high-performance, customer-focused work culture to enhance the quality of service delivery and exceed customer satisfaction objectives by 10%-20% YOY

Education

Bachelor of Science (B.S.) Information Technology

University of Syracuse, New York, NY | September 2011 – June 2015

Certifications

- Certified Service Desk Manager (CSDM), Knowledge Academy, 2015
- CompTIA A+, 2014

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A dynamic IT Supervisor with eight years of experience specializing in end-user support, system administration, and operations management. A proven track record of leading and developing large help desk teams to troubleshoot complex technical issues. Adept at identifying process improvement opportunities to enhance workflows and client satisfaction.

Key Skills

- Information Technology
- Operations Management
- Help Desk Support
- Training & Development
- Process Improvement