

Professional Summary

Technical support leader with 10+ years of experience managing global support teams, optimizing triage workflows, and partnering with Product and Engineering to drive root-cause resolution and product improvement. Proven success defining SLAs, building dashboards, and leading escalations in SaaS and healthcare tech environments. Skilled in debugging, documentation, and cross-functional alignment. Passionate about scaling support as a strategic differentiator.

Core Competencies

- Support Team Leadership & Coaching
- SLA Definition & Metrics-Driven Operations
- Escalation Management & Root-Cause Analysis
- Debugging APIs, Logs, and SaaS Workflows
- Jira, Confluence, Zendesk, Power BI
- Product Feedback Loops & Documentation Strategy
- Cross-Functional Collaboration (Product, Eng, GTM)
- Global Support Strategy & Follow-the-Sun Models
- Knowledge Base Development & Enablement
- Agile & ITIL V4 Methodologies
- Workflow Automation (PowerShell, Power Automate)
- Communication Across Technical & Non-Technical Audiences

Professional Experience

Avantor — Lead Administrator, IT Ops Site Services 10/2024 – 09/2025

- Led a 5-member global support team; ensured 99.9% uptime and 98% SLA compliance.
- Automated ticket triage and onboarding workflows using PowerShell and Power Automate.
- Built dashboards to track resolution times, ticket trends, and escalation metrics.
- Partnered with Engineering and Product to resolve complex issues and improve tooling.

AeroVironment — Service Desk Coordinator | IT Support Analyst 06/2023 – 09/2024

- Reduced ERP ticket backlog by 40% through analytics and workflow refinement.
- Designed custom Jira widget to enhance triage visibility and support responsiveness.
- Facilitated Agile standups and sprint cycles to improve team coordination.

Teladoc Health — Technical Lead | Knowledge Management 01/2020 – 03/2023

- Built and maintained a global Confluence knowledge base serving 4,000+ users.
- Rebranded Service Desk to align with enterprise goals and improve collaboration.
- Documented 200+ runbooks and led support documentation strategy.
- Partnered with Engineering on escalations and root-cause analysis of recurring issues.
- Presented support performance metrics to executive leadership.

Securitas Security Services — Service Desk Analyst 12/2018 – 12/2019

- Delivered desktop and network support across multi-region client base.
- Authored internal documentation and contributed to AD and M365 workflows.

Paysafe — Technical Support 01/2018 – 12/2018

- Provided SaaS and payment tech support; documented recurring issues and guides.

VPI Voice Print International, Inc. — Product Trainer 01/2015 – 12/2018

- Delivered interactive software training and created onboarding guides.

Education

- **MBA** — University of Phoenix (2023–2024)
- **BS in Information Technology** — University of Phoenix (2021–2023)

Certifications

- Foundations of Leadership Certificate 1 & 2 – NSLS (2023)
- Executive Presence on Video Calls – LinkedIn (2022)