**Stephen Haygarth**

Las Vegas, NV 89148 [stevehaygarth@yahoo.com](mailto:stevehaygarth@yahoo.com) [702.982.9500](tel:%20702.982.9500)

**Information Technology Service Leader**

**Implement Technical Solutions that Optimize Performance and Exceed Client Expectations**

High-performing customer service and IT professional with extensive experience delivering technology solutions and virtual team efficiencies in IT field service and global solution planning. Results-focused problem solver who utilizes effective communication and cross-functional collaboration to achieve objectives.

|  |  |
| --- | --- |
| * **IT Service Planning** | * **Solution Support** |
| * **Metrics / Data Analysis to Drive Performance** | * **Project and Solution Implementation** |
| * **Training & Coaching** | * **Extraordinary Customer Service / Issue Resolution** |

**Professional Experience**

**IBM**, Endicott, NY (remote)2017 - Present

**IT Global Service Planning**

Identified and resolved weakness in service delivery, including skills, education, tools and support processes. Provided subject matter expertise on product development, parts planning, training and documentation. Collaborated with sales and solution teams to establish cost-effective and profitable opportunities.

* Appointed to optimize client account supporting field SSR’s, identifying largest potential impact to resolve multiple problems and meet SLA’s.
* Monitored and reported regional and geographical results, improving and validating product service indices.
* Collaborated with global product support teams, OEM vendors and field operations on Multi-Vendor Support solutions, increasing revenue and services growth 25% when assigned to support Zebra Technologies alliance.
* Provided customer-facing descriptions to implementation team during Salesforce deployment, resulting in team rolling out ahead of schedule.
* Assigned to retail offering team for US and global as subject matter team expert, providing insight from extensive experience in field service and depot services for IT technology in retail environment.
* Identified opportunities, extending lifecycle of client legacy equipment.
* Selected for mission-critical post-hurricane recovery detail for major retail client.
* Implemented proactive product development approach for offering teams and global delivery opportunities.
* Provided subject matter expertise with offering teams, utilizing Agile methodology to solution deals in pipeline.
* Communicated to global delivery teams in remote environment, latest offering developments, special bid, OEM news, opportunities and status changes to delivery plans.
* Applied new scope of work process changes, generating client enhancements and money-saving opportunities.

**Stephen Haygarth** [stevehaygarth@yahoo.com](mailto:stevehaygarth@yahoo.com) **Page Two**

**WALGREENS**, US

**IT Field Service Delivery Area Manager**, NV / UT / NE / IA2014 - 2017

Led and engaged diverse technician team**.** Delivered exceptional service to major retail stores in large geographical area.

* Identified potential problems, producing and implementing narrowly tailored solutions.
* Monitored field technicians' performance, providing guidance and coaching as needed.
* Consistently ensured that field service metrics, goals and deadlines were met.
* Negotiated with vendors and contractors, ensuring high-quality standards were implemented.
* Managed new store installs and remodels, collaborating with multiple contractors on and off-site.
* Developed excellent communication skills with business partners and groups.
* Scheduled technicians, maximizing skill sets and efficiencies.
* Met regularly as IT source with district retail store management.
* Planned and implemented high-end projects, especially on Las Vegas strip.
* Supervised seamless transition from local field service team coverage to virtual model, preventing disruption to customers.
* Ensured that multiple projects throughout areas were delivered on time with expectation of high standards by utilizing field technicians and augmented labor solutions.
* Maintained optimal levels of customer satisfaction through close monitoring and follow-up.

**IT Chief Technician**, Las Vegas / Salt Lake City1996 - 2014

Managed brick and mortar facility in Las Vegas supervising team of technicians. Set up and oversaw field services in new markets in Las Vegas, NV, Salt Lake City, UT, and Orange County, CA before store growth warranted individual field service groups.

* Promoted to Chief Technician at launch of new market Las Vegas.
* Executed bench repair of IT equipment to component level, extending lifecycle of legacy technology.
* Developed aggressive new store install schedule, installing new store equipment and ensuring stores opened on schedule.
* Interviewed, hired and monitored field service technicians, maintaining highest-quality staff.

**Additional Relevant Experience**

**WALGREENS**, San Francisco, CA, **IT Field Service Technician**

**Professional Development & Certifications**

* Zebra Technologies Technical Associate
* IBM Europe CoC (Center of Competency) Sun / Oracle / Fujitsu Server
* IBM Technical Support Services
* Harvard Manager Mentor – Online Training, Walgreen University
* Area Service Delivery Manager Training, Walgreen University, Deerfield, IL
* Novell Networking Technologies Certification, College of San Mateo, San Mateo, CA
* Computer Technology and Microprocessor, Control Data Institute, San Francisco, CA