**Philip Ripley | Incident Manager**

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**Profile**

Senior-level support professional with 10+ years of progressive support and leadership experience working with Fortune 50 companies. Recognized for building proficient teams, identifying critical gaps, and boosting company revenue and branded as an adaptable bridge-builder that exceeds company objectives. Known for demonstrating advanced knowledge of multiple roles while delegating the right tasks and improving organizational efficiency.

**Experience**

**Apex Systems @ Starbucks |** Seattle, WA | 2019 - 2020

IT staffing firm with approximately 3,000 employees located across the United States and Canada.

**Incident Manager| Major Incident Management |** *Contract Position*

*Remedy | ServiceNow |Slack | New relic | MS Office | Confluence | BlueJeans | Teams*

Monitored support channels for outages and service threats, facilitating major incidents to restore services to normal operations and minimize business impacts. Collaborated with the Starbucks technology team to plan, develop, and implement goals and objectives. Communicated objectives across client, teams, and departments while assigning multi-phase activities to the appropriate personnel.

* $2M+ in lost revenue averted by preventing outages and managing high priority escalations as appropriate, ensuring redirection to critical situations when necessary
* Reduced bugs by identifying risks and capabilities and presenting to senior leaders allowing for internal tool enhancements
* 10% reduction in training needs identified by creating policies and procedures around new features to address tool issues, policy clarifications, and other similar requests

**MSI Surfaces |** Seattle, WA | 2017 - 2019

A leading supplier of premium surfaces in the US with over 1,800 employees and $1B in annual revenue.

**Infrastructure Analyst | IT Infrastructure Team**

*Freshservice | Citrix | Airwatch | Cisco technologies | Linux | Apple | Android | SharePoint | MS Office*

Supported 100+ employees with desktop and remote support. Performed advanced hardware troubleshooting for Cisco networking technologies and annual hardware infrastructure upgrades. Reviewed project requirements and maintained IT infrastructures across five branch locations. Analyzed computer and technological needs and made recommendations to customers.

* $20,000 saved by fixing wireless infrastructure issues to resolve persistent problems through onsite visits
* 20% improvement in workplace efficiency attained by innovating and deploying employee technology around workstations, iPads, iPhones, and Citrix environments
* Increased problem resolution efficiency by pioneering an eLearning content for polices, troubleshooting, and training
* 10% improvement in productivity and usability attained by assisting with the design of the IT room layouts and technical guides

**Covestic @ Microsoft |** Redmond, WA | 2016 - 2017

A leading business and IT consulting services company practicing in service management consulting, project delivery services, and managed services with 92 employees and ~$11.7M in annual revenue.

**Tier 2 Operations Analyst | Xbox Operations |** *Contract Position*

Identified potential disruptions and outages and updated impacted stakeholders around the status of outages, emerging issues, disruptions, and security breaches averaging 40 cases per day. Maintained company information and security through the implementation of best practices.

* Reduced user roadblocks by identifying shortcomings of the existing departmental workflow to improve outcomes
* Millions saved by identifying the right action plan to resolve outages promptly through an automated queue
* Achieved a 99% accuracy rate by focusing on the feedback details and how those translate to the next team around bug validations

**Heartland Payment Systems |** Seattle, WA | 2015 - 2016

A Fortune 1,000 payment processing and technology provider with ~3,700 employees and $2.1B in annual revenue.

**Tier 3 Technical Support | Technical Services and Support**

*ZenDesk | Microsoft Dynamics | Citrix | Bomgar | SharePoint | MS Office*

Handled 20 complex cases daily, providing tier 3 support for issues relating to networking, software, database, and hardware infrastructure. Tracked defects and bugs and analyzed data to produce reports and share with company leaders to identify emerging issues.

* Increased first contact resolution by producing eLearning content used to train new technical support agents; provided an additional tool for the sales team when meeting with potential partners
* Reduced future bugs and improved solution times by performing break-fix scenarios to resolve complex technical issues
* Outperformed team in first-contact resolution by resolving hardware and technical issues using advanced troubleshooting techniques

**VMC @ Microsoft |** Redmond, WA | 2010 - 2015

A third-party technical consulting company that provided services for large companies spanning technology, sales, and marketing.

**Program Manager | Team Lead| Windows Phone Service Delivery** 2012 - 2015

*ASD | Microsoft Dynamics | Visual Studio| SharePoint | MS Office*

Led a 22-person outsourced global escalation team, tracked performance targets for agents, and identified opportunities to improve communications and collaboration for the service delivery team. Produced monthly metric reporting and compiled customer feedback data. Selected by leadership to provide a technical perspective during interviews.

* 50% reduction in average handle times achieved by creating and administering the team SharePoint sites to enhance communication and increase the visibility of team activities
* 20% reduction in tier 3 escalation rates accomplished by implementing new policies, procedures, and training
* 20% diminution of unresolved problems attained by forming interdepartmental relationships to gain knowledge on product support
* 15% improvement in first contact resolution made by authoring eLearning content covering issue identification, troubleshooting, escalation process, and best practices for customer service

**Social Media Support Analyst | Live Service Delivery |** 2010 - 2012

*ASD | Microsoft Dynamics | Visual Studio | SharePoint | MS Office*

Reported bugs for Xbox, Microsoft Store, Zune, and Windows Phone 7 and interacted with community members through @Zunesupport and @Xboxsupport through ~40 cases per day.

* $15M revenue secured by directing the delivery and aggregation of CSAT surveys and presenting the results to management to improve user experience and safeguard contract renewal with Microsoft
* Assisted team with answer resolution by authoring multiple pieces of documentation around specific products
* Amplified customer satisfaction by implementing an escalation system that boosted issue resolution

**Education**

Redlands Adult School, Redlands, CA

**Competencies**

Salesforce | Freshservice | RightNow | Microsoft Dynamics | ASD | ZenDesk | Remedy | ServiceNow | Servers | Databases | SQL | Reporting | eLearning | Bug Validation | Leadership | Analytical | Customer Service | Citrix | Microsoft