

# Jarret Graver

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## Professional Summary

Seasoned IT leader with over 18 years of experience in managed services, systems administration, and technical operations. Proven track record in driving operational excellence, leading cross-functional teams, and delivering scalable technology solutions. Currently serving as Director of Managed Services for the Midwest Division at Net Activity, Inc., overseeing strategic initiatives and service delivery across the region.

## Professional Experience

### Custom Computer Specialists

#### Director of Managed Services, Midwest Division

Jan 2024 – Present

- Lead the Midwest Division's managed services operations, ensuring high-quality service delivery and client satisfaction.
- Develop and implement strategic plans to enhance service offerings and operational efficiency.
- Collaborate with cross-functional teams to drive business growth and innovation.

#### Technical Services Manager

Oct 2015 – Jan 2024

- Managed a team of IT professionals, overseeing daily operations and client support services.
- Implemented process improvements that increased service efficiency and reduced response times.
- Coordinated with clients to tailor services to their specific needs, enhancing customer satisfaction.

## **Senior IT Consultant**

Jun 2014 – Feb 2024

- Provided expert IT consulting services to clients, focusing on infrastructure optimization and security.
- Led multiple projects to successful completion, ensuring alignment with client objectives and timelines.
- Conducted assessments and provided recommendations for technology improvements.

## **BrandMuscle**

### **Build Engineer / Systems Administrator**

Oct 2011 – Jun 2014

- Managed system builds and deployments, ensuring stability and performance.
- Maintained and optimized server infrastructure to support business operations.
- Collaborated with development teams to streamline deployment processes.

## **Quick Click PC**

### **Vice President of Technical Services**

Sep 2009 – Oct 2011

- Oversaw technical service operations, leading a team of IT specialists.
- Developed service strategies that improved client retention and satisfaction.
- Implemented new technologies to enhance service delivery.

## **OneLink Technical Services, LLC**

### **Systems Administrator**

Sep 2007 – Dec 2010

- Managed and maintained network systems, ensuring uptime and reliability.
- Provided technical support and troubleshooting for clients.
- Assisted in the planning and implementation of IT projects.

## **Education**

**University of Phoenix**

Bachelor's Degree in Information Technology

**Lorain Southview High School**

### **Skills**

- IT Service Management
- Strategic Planning
- Team Leadership
- Client Relationship Management
- Infrastructure Optimization
- Process Improvement
- Project Management
- Technical Support