Irania Quiles

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IT Management Professional

Technically-inclined professional with a passion for empowering organizations through transformative technology solutions, top-tier strategic planning, dynamic team leadership, and expert IT systems support.

Dynamic ServiceNow Developer with enriched experience in ITSM and a robust background in leading and supporting enterprise-wide implementation, upgrade, and maintenance of ServiceNow applications. Proven expertise in ServiceNow, including but not limited to design, deployment, configuration, and scripting. Proficient in offering business solutions, creating workflows, managing complex integrations, and conducting end-user training. Instrumental in steering technical support operations, diligently diagnosing and resolving issues, and implementing new procedures to optimize operational efficiency and drive multi-million-dollar cost savings. History of success in supporting large-scale IT systems, reducing wait times and ticket backlogs, and delivering high-value technical projects following set timelines, budgets, and goals. Adept at leading, developing, and coaching cross-functional teams to attain optimal performance levels and achieve mutual goals. Keen ability to quickly adapt to new technologies and methodologies.

Core Competencies

• IT Strategy & Innovation	• Service-level Agreement Compliance	• Testing & Troubleshooting
• Customer & User Experience	• System Analysis & Implementation	• System Administration
• Lifecycle Project Management	• Operational Excellence	• Resource Allocation

Career Experience

Zachry Group – *San Antonio, TX* **2021 – Present**
ServiceNow Developer

Integrate data from various enterprise systems and applications with ServiceNow, enabling enhanced data synchronization. Utilize strong interpersonal skills to collaborate with cross-functional teams and stakeholders, ensuring successful integration projects. Provide efficient support across all ServiceNow product suites, leveraging in-depth knowledge and experience. Experienced in workflow design, applying best practices to create efficient and automated processes within the ServiceNow platform.

- Spearheaded successful implementation of ServiceNow, a comprehensive service management platform.
- Ensured ongoing maintenance and upkeep of ServiceNow, guaranteeing optimal performance and reliability.
- Directed numerous enhancements to platform, introducing valuable improvements and expanding capabilities.
- Streamlined work processes through strategic optimization initiatives, enhancing operational efficiency and productivity.

Service Team Lead **2020 – 2021**

Exhibited a strong commitment to client satisfaction by diligently resolving technical issues, fulfilling requests, and addressing other needs dynamically and genuinely. Ensured strict adherence to company standards in delivering service, striving for excellence in every interaction. Leveraged vast knowledge of the Zachry environment to provide support to end users, both from a remote call center and/or an onsite IT support facility. Aligned and managed assigned team, emphasizing timely resolution of incidents, issues, and requests, while maintaining a focus on delivering superior customer service.

- Fostered constructive relationships with other Zachry departments by engaging in timely, professional, and respectful interactions to facilitate achievement of company's primary business objectives.
- Conducted bi-monthly 1:1 meetings with each team member, addressing performance, team, and company policies, and attentively listening to and addressing team members' concerns.
- Leveraged wide-ranging leadership capabilities in mentoring and coaching other Service Restorations Technicians, nurturing their professional growth and development.
- Strived to maintain a ticket life of fewer than five days, optimizing efficiency in addressing and resolving customer requests.
- Remained up-to-date with pertinent system information, changes, and advancements in field of information technology.
- Served as a mentor and key point of escalation for assigned services team, while reporting directly to Senior IT Manager.
- Adhered to established principles, procedures, and guidelines for ticket management as outlined in standard practices.
- Skillfully identified, troubleshoot, and resolved a diverse array of computer and network-related issues.
- Guaranteed uninterrupted and efficient service delivery by meeting SLA timelines consistently.
- Accurately maintained ticket statuses under provided training guidelines.

Technical and Applications Specialist   **2016 – 2020**

Received, processed, and diligently handled requests and updates proposed by diverse Procurement groups, while adhering to approved standards and methodologies. Assisted in conducting system reviews, monitoring performance, and conducting rigorous application testing. Thoroughly documented procedures related to key applications and processes, ensuring clarity and consistency in operations. Functioned as a primary escalation point for critical application issues, promptly resolving any issues to minimize disruptions. Offered insightful suggestions on leveraging technology to optimize and automate existing business processes utilized by the business unit.

- Revamped and improved current step-by-step training manuals for end-users aimed at guaranteeing a seamless transition following application upgrades and promoting optimal user proficiency.
- Collaborated with Application Systems analysts, Desktop Administrators, and Helpdesk Specialists, facilitating smooth application integration and providing prompt application support.
- Led process improvement initiatives for two distinct groups, resulting in substantial cost savings amounting to millions of dollars.
- Offered proficient Tier 2 support for Procurement software applications, swiftly addressing user inquiries and technical issues.
- Planned and actively contributed significantly to implementation of nine notable enhancements for PPMS system.

Queens Medical Center – Honolulu, HI   **2012 – 2014**
Tier II Desktop Services Supervisor

Performed various technical activities such as troubleshooting, repairing, and maintaining computer systems, hardware, peripherals, and telephony. Employed strong analytical reasoning in analyzing system requirements, applying a systematic approach to identify and resolve diverse technical issues. Participated in upgrades and installations on a large scale, seamlessly integrating new technologies and enhancing system functionality. Executed major security administration functions comprising user management, data security, and remote access controls, safeguarding sensitive information, and maintaining a secure computing environment. Managed all positions within team, including hiring, work allocation, prioritization, expectation setting, and performance management. Oversaw full spectrum of desktop software and hardware inventory, compliance, and audits, including printers, copiers, PDAs, and scanners.

- Executed comprehensive desktop system maintenance and upgrades, including application of desktop operating system patches, user account creation and management, user group administration, and Active Directory container management.
- Pioneered innovative protocols for Help Desk documentation, facilitating creation of an all-encompassing knowledge base of prevalent challenges and corresponding resolutions to enhance efficiency of Help Desk.
- Advocated for Desktop Services department during daily safety meetings held across hospital, addressing departmental concerns and delivering status updates on hospital-wide tickets.
- Directed and offered exemplary leadership to a team of 15 members comprising desktop support and helpdesk groups, offering unwavering technical support and guidance.
- Executed robust IT policies aimed at fortifying system security, including elevated password requisites and user access controls.
- Strategically planned, executed, and provided comprehensive support for workstation, thin client, kiosk, and printer software.
- Led weekly performance meetings with service desk located in Manila, Philippines, focusing on customer reviews.
- Engaged actively in hospital-wide initiatives pertaining to end-point devices and corresponding peripherals.
- Developed customized images tailored to unique specifications of diverse hospital units.
- Accomplished three triumphantly executed projects, yielding notable outcomes.

Additional Experience

Desktop Support Technician | College of Staten Island, Veterans Office – Staten Island, New York (2015)
Maintenance Electrical Technician | Raytheon Deutschland – Hoenfels, Germany
Desktop Support Administrator | US Navy in Naval Computer & Telecommunications Area Master Station – Djibouti, Africa

Education

| *College of Staten Island.*

Certifications

ITIL 4 | CompTIA A+ | CompTIA Network+ | ServiceNow CAD | ServiceNow Integration

Technical Proficiencies

Platforms – Windows10 | Mac OS | Oracle
Software – Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Project) | SQL | SharePoint | Azure