IT Service Manager IT Service Manager IT Service Manager - TSYS Surprise, AZ   A strategic leader with an established record of success creating and leading IT Service Management (ITSM) organizations.   Proven track record of improving service operations by implementing ITIL industry best practices (Incident, Problem, Event, Asset, Configuration, Change, Release, Knowledge) Execute and ensure integration of ITSM best practice areas align to overall organizational, and IT goals and objectives.   Established data driven methodologies to complete gap analysis, create meaningful metrics and reports while driving continual service improvement.   Demonstrated interpersonal skills that influence executive management and cross functional teams while maintaining accountability for major business initiatives.   Effectively manage relationships with 3rd party vendors, business and IT leaders throughout the organization including communication plans with C-level leaders and key stakeholders.   Recognized in motivating, training, and mentoring human resources to reach their full potential and accomplish their individual goals.   Well versed in application and administration of IT Service Management Tools; BMC Remedy, Service Now, IBM Control Desk and JIRA.   Advanced knowledge of SQL Server, Tableau, MS Project, Visio, Access, Excel, PowerPoint, and Word. Work Experience IT Service Manager TSYS - Tempe, AZ January 2019 to Present   Develop, implement, and maintain internal change management policies, procedures and operational guidelines according to ITIL best practices.   Conduct Change Advisory Board (CAB) meetings. Actively participate in Change Control Meetings and provide change management insight and expertise to influence decisions and next steps.   Implemented Continual Service Improvement model to improve processes and reduce costs through development of a metrics strategy to measure CSF's/KPI's of the change management process. Service Operations Manager Goldman Sachs & Co - Salt Lake City, UT January 2015 to November 2018   Responsible for management of risk through governance and leadership of global release, change, incident, and problem management.   Responsible for Tactical Command and Control of major global incidents, including communication up to C-Level leaders.   Developed and implemented global Problem Management tools and processes to help shift the organizational culture from reactive to proactive while simultaneously reducing costs.   Modified ITSM tools to ensure efficient categorization of

issues, incidents, changes, releases, and problems while producing meaningful data analytics/reports. FAMILY LEAVE OF ABSENCE - Salt Lake City, UT May 2018 to October 2018 Provide support and care to terminally ill Mother. Consulting Manager MSS Technologies - Phoenix, AZ February 2018 to May 2018   Deliver and manage the completion of quality work products for client projects and engagements.   Provide project leadership to teams consisting of MSS, client, and third parties.   Support business development and sales efforts related to ITSM/ITIL industry experience.   Educate, mentor and develop MSS assigned project consultants on the value of robust IT Service Management processes, best practices and tools. IT Project Manager Unisys - Hill AFB, UT February 2013 to January 2015   Project manager and liaison between Defense Information Systems Agency (DISA), 3rd party private contractors and Department of Defense (DoD) organizations.   Interfaced extensively with senior civilian management and military commanders on business, systems, and technical solutions.   Strengthened relationships between DISA, DOD and 3rd party vendors to focus on moving forward and improving project deliverables. Improved the quality of IT services by implementing policies, procedures and best practices for Service Transition and Operational Support.   Managed a team of team of 12 government civilians and private contractors. Senior Manager, Systems Support Beachbody.com - Santa Monica, CA September 2011 to February 2013   Created and documented department policies, procedures, for all ITIL Service Management lifecycles and best practices.   Interfaced directly with CIO, business leaders, and product owners to communicate project objectives and communication plans.   Project manager for implementation of ITSM processes and functions leveraging ITIL best practices.   Led project for implementation of Service Now CMDB.   Responsible for overall Service Desk, Production Support and NOC activities. Manager, Operations & Support HOT TOPIC, INC - Industry, CA June 2005 to August 2011   Created and led companywide operational and support activities reporting directly to CIO.   Started Production Support and Network Operations Center departments from the ground up.   Created Service Portfolios and Service Level Requirement packages.   Implemented IT solutions and SLA's for Six (6) business units, two (2) US distribution centers, and 900 stores.   Developed service management policies, procedures, and workflows to

support all applications. Provided mentoring leadership, direction, guidance to three teams comprised of 25 dedicated professionals, system analysts, engineers and NOC Technicians. Recognized by product owners, organization leaders and senior leadership as a product champion. Education Bachelor of Science University of Utah - Salt Lake City, UT Skills Customer Service, Strategic Planning Additional Information   A strategic leader with an established record of success creating and leading IT Service Management (ITSM) organizations.   Proven track record of improving service operations by implementing ITIL industry best practices (Incident, Problem, Event, Asset, Configuration, Change, Release, Knowledge)   Execute and ensure integration of ITSM best practice areas align to overall organizational, and IT goals and objectives.   Established data driven methodologies to complete gap analysis, create meaningful metrics and reports while driving continual service improvement.   Demonstrated interpersonal skills that influence executive management and cross functional teams while maintaining accountability for major business initiatives.   Effectively manage relationships with 3rd party vendors, business and IT leaders throughout the organization including communication plans with C-level leaders and key stakeholders.   Recognized in motivating, training, and mentoring human resources to reach their full potential and accomplish their individual goals.   Well versed in application and administration of IT Service Management Tools; BMC Remedy, Service Now, IBM Control Desk and JIRA. Advanced knowledge of SQL Server, Tableau, MS Project, Visio, Access, Excel, PowerPoint, and Word.

Name: Daniel Mcintyre

Email: pstevenson@example.com

Phone: 430.429.0439