

# TIM KLINE

Castle Rock, CO 80109 | (720) 883-6616 | tim.kline@outlook.com | [www.linkedin.com/in/tim-d-kline/](https://www.linkedin.com/in/tim-d-kline/)

## IT OPERATIONS AND SUPPORT LEADER

**Hands on Technical Leadership, Service Desk Management, Urgency Driven Support**

Experienced IT operations leader with 20+ years managing technical support teams, endpoint environments, collaboration platforms, identity systems, and high demand service desks. Strong hands-on troubleshooting background across Windows, Mac, O365, Entra ID, Intune, networking fundamentals, and AV support. Known for stabilizing complex environments, serving as a senior escalation point, and enforcing confidentiality, urgency, and operational discipline.

### AREAS OF EXPERTISE

- IT Support Operations
- Tier 1 & 2 Esc
- Process Design
- Resource Allocation
- Executive Communication
- Organizational Transformation
- Change Leadership
- Technical Program Management
- Cross-Functional Collaboration
- Staff Training & Development
- Private Equity Partnership
- Operational Excellence
- Systems Consolidation
- Facilities & Real Estate Strategy

### PROFESSIONAL EXPERIENCE

**Integris, Cranbury, NJ**

2022 - 2025

*Vice President of Integrations*

- Led IT support readiness, endpoint management, identity alignment, and system stability across 10+ acquired organizations. Served as the hands-on escalation point for high priority device failures, identity access issues, collaboration platform problems, AV incidents, outages, and restricted access requests.
  - Directed Tier 1 and Tier 2 support operations during high volume transitions, migrations, and onboarding waves
  - Managed O365, Teams, SharePoint, Intune, identity platforms, endpoint environments, and telephony systems
  - Standardized imaging, asset processes, ticket workflows, provisioning, and SLA expectations
  - Built KPI dashboards tracking SLA adherence, response time, backlog, and trend patterns
  - Developed technicians through coaching, structured troubleshooting, and communication standards
  - Ensured confidentiality across restricted and executive systems
  - Maintained operational readiness across multiple sites, training facilities, and executive environments

**Integris, Denver, CO**

2021 - 2022

*Director of Integrations (Contractor)*

- Oversaw identity consolidation, device refresh cycles, and collaboration tool migrations
- Served as escalation point for device setup, network connectivity, permissions, and application issues
- Created SLA guidelines, SOPs, onboarding standards, and technical documentation

**24HourTek, San Francisco, CA**

2020 - 2021

*Director of Operations & Managed Services*

- Led the help desk, onsite support, escalations, endpoint management, and client communications
- Improved ticket flow, device deployment, and troubleshooting consistency across multiple clients
- Increased first contact resolution through structured processes and technician training

**NexusTek, Denver, CO**

2004 - 2020

**Progressive Leadership Roles: Sr. Director of Internal IT Operations, Sr. Manager of Service Operations, Manager of Remote Services, Tier 3 Engineer**

- Advanced through multiple roles managing IT operations, service desk teams, device lifecycle, identity systems, and enterprise support.
  - Led teams of 60+ engineers across all support tiers
  - Senior escalation for outages, identity issues, AV failures, telephony incidents, and priority tickets
  - Directed device deployments, imaging standards, ticket processes, and operational runbooks
  - Integrated systems for multiple acquired organizations
  - Delivered training, coaching, and performance development
  - Awarded Employee of the Year in 2005, 2006, and 2009

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Professional Experience Continued

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**PREVIOUS EMPLOYMENT:** Advanced Senior Engineer/Trainer - Gateway Computers.

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**EDUCATION**

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**Associates Degree** - Southeast Technical Institute, Sioux Falls, SD

MCSE • MCSA • CCNA • A+ • Net+ • 20+ Microsoft Certifications

ITIL Foundations (preferred) • Pursuing CISSP

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**ADDITIONAL HIGHLIGHTS**

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- **Led 20+** enterprise onboarding efforts requiring deep troubleshooting and urgency driven support
  - Built service desk frameworks, escalation paths, documentation standards, and SOPs
  - Proven ability to operate in confidential, high pressure, high availability environments
- **Led 10+ post-acquisition integrations** across North America since 2020, aligning people, process, and technology under a unified operational model and brand within 180 days per entity
- **Developed and institutionalized a 180-day Integration Playbook** that standardized execution across departments, improving integration speed and synergy capture while reducing disruption.
- **Directed company-wide consolidation of enterprise systems** (financial, HR, communication, and client management platforms), driving operational alignment and scalability.
- **Chaired the Facilities Committee** responsible for strategic real estate optimization across five major markets, reducing total lease spend by over **\$1.2 million annually**
- **Standardized KPI and reporting frameworks** by integrating Power Bi dashboards across acquired offices, ensuring unified financial and operational metric tracking.
- **Partnered with Private Equity and executive stakeholders** to define synergy realization metrics, establish reporting cadence, and align integration milestones with EBITDA targets.
- **Implemented integration communications cadence** (monthly newsletters, quarterly all-hands, executive office hours) to maintain alignment, transparency, and engagement across all teams.
- **Streamlined vendor and technology ecosystems**, consolidating telecom, software licensing, and financial systems to improve cost efficiency and compliance oversight.
- **Built and led a cross-functional integration task force**, driving collaboration between HR, Finance, IT, and Operations and fostering a unified leadership culture through transition phases.