BRYAN E. LEONARD

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**CUSTOMER-FOCUSED IT SUPPORT LEADER ACHIEVES WORLD-CLASS RESULTS**

Customer focused global IT support and customer relationship professional with proven leadership in analyzing client needs to create technology and process solutions that drive productivity, performance, world-class service and customer satisfaction.

Extensive experience in global desktop support and service desk leadership, outsourced managed services, incident, problem and event management, standards, deployments, image loads, refreshes, office moves, inventory management, self service, knowledgebase, resource scheduling, KPI, SLA, and IT Service Management (ITSM) initiatives. ITIL v3 Foundations certified.

Passionate customer and IT advocate with talent for building and maintaining credible, positive working relationships between customers and IT by focusing on listening, frequent two-way communications, timely issue resolution, needs and gap analysis, and setting mutual expectations. Educating customers on IT services and how to leverage, educating IT on customer requirements and expectations to ensure business and IT alignment, as well as to ensure and improve customer satisfaction.

Skilled in communicating, presenting and setting expectations to staff and leadership at all levels, experienced in delivering world class support to 18,000+ customers globally, managing 10 IT Managers, 64 staff and outsource resources worldwide, managing hybrid internal and outsource service delivery, and creating and managing annual global operating budgets of up to $18M.

Global Service Operations Management • Outsource Vendor Management • Service Excellence • Customer Advocacy

• Communications • IT Governance • Strategic Planning • Project & Risk Management • Goal Alignment

• Change Management • Team Building, Leadership & Development • Processes, Policies & Procedures

**PROFESSIONAL EXPERIENCE**

**AES Corporation** Arlington, VA (HQ) 2009-present

*Global power generation and distribution company with $14 billion in revenue and 27,000 employees*

**Manager - Global Service Desk - Collaboration Services**

Responsible for global service desk deployment, operations, program and strategic partner management. Lead multinational team responsible for support. Additional responsibilities included managing HQ desktop and EO support, desktop engineering, standards and collaboration services. Led desktop support, desktop engineering, and collaboration services teams. Supported technologies include Lenovo and Dell PC, Win XP, Office 2003, MAC, OSX, Blackberry, iPhone, and Telepresence.

* **Rescued failing offshore service desk deployment project** by assuming leadership of the initiative; re-establishing a productive win-win relationship with outsource partner,rescoping andnegotiating compromise of critical path elements with outsource partner and internal stakeholders, negotiating substantial leadership changes at our partner,identifying and mitigating substantial risk due to contract, infrastructure, process and knowledge transfer shortcomings. Successfully launched service on schedule. Wave 2 deployment included sites in US, Argentina, Chile, Columbia, England, Singapore.
* **Substantially improved customer satisfaction and IT** credibilityfor desktop support delivery at HQ by identifying gaps in delivery, process and team skills. Engaged customers to understand where they were underserved, initiated get well plan which included staff actions, training, process creation and improvements, customer communications, and outreach.
* **Implemented standards and processes for onboarding and support of new technologies** to address ad hoc adoption chaos in the environment. Established Desktop Engineering department and created evaluation criteria, testing, customer focus groups, pilot programs and support documentation. Working with global affiliates to establish global standards. Onboarded technologies include Macs, and iPhones. Currently testing iPads, Office 2011 MAC, Connected Backup, MOVI HD videoconferencing and completing plan for global PC shift to Dell. Assessing readiness for migration to Office 2010 and Windows 7. Result has been a structured program to better meet and support customer needs.
* **Developing global structured support model** to standardize support globally. In conjunction with Infrastructure and Applications teams, building comprehensive tier 2 and 3 model anchored by expansion of tier 1 service desk. Goal is to create and implement a global standardized, agile framework that also accommodates local business requirements, leverages standardized toolsets, is cost efficient, and overall, improves time to resolution to maximize end user productivity.

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**PROFESSIONAL EXPERIENCE** Continued

**BOOZ ALLEN HAMILTON**, **INC.** McLean (HQ), VA, Herndon, VA, San Francisco, CA, and New York, NY 1995-2008

*Leading global management and technology consulting firm with $4.1 billion in revenue and 21,400 employees.*

**Senior Field Services Manager – US and Northern Cone Latin America** (2006-2008)

IT desktop support manager and POC between IT and business units. Led hybrid internal and outsourced technical support services team to identify and quickly resolve technical issues for 18,000+ customers with world-class results. Devised and executed strategic and tactical-level plans to surpass enterprise targets for service performance and improving customer satisfaction. Managed issue escalations and customer expectations, and engaged with customers and IT to identify solutions and process improvement opportunities for continuous improvement mandate. Marketed and educated customers on IT products, services, policies, and service levels, and was voice of customer to IT. Negotiated service levels and directed activities to facilitate compliance with SLAs. Established, managed positive relationships with customers, IT and vendors. Coordinated full lifecycle IT projects, deployments and refreshes. Core member of projects, CAB change control and SET engineering teams.

* **Achieved customer satisfaction survey scores of “highly satisfied”** for core desktop support services along with **“top-notch”** ratings related to caliber of support team members. Overall service delivery ratings of 4.3 out of 5.
* **Orchestrated highly successful on-demand disaster recovery and business continuation initiative** to provide emergency technical capabilities, equipment, network access, and support during NYC office shutdown, allowing the business to function offsite, with minimal disruption to normal operations. Efforts were highly praised by senior business leadership.
* **Key driver in creating a service strategy and design team** to address growing capabilities and standards gapsin end user & office technologies. Agile matrix team to quickly identify, respond to and meet changing customer needs.
* **Created next generation support model strategy**, identifying key improvement areas and new service offerings to refine world-class support delivery capability to 18,000+ customers. Improvement opportunities included upstream service desk first call resolution, quality and leverage of knowledgebase, self-service, after hours support, and call escalation processes.
* **Spearheaded design of solution strategy and IT architecture** to establish secure network scanning capabilities for network multifunction copiers to meet customer requirements. Secured infrastructure audit from vendor to baseline imaging footprint and strategies to minimize devices, resulting in reduced imaging and overhead expenses while adding capabilities.
* **Established stringent guidelines and practices** for transitioning projects to operations and customers, which were adopted into core project management methodology template to improve service design and transition to service operations.
* **Implemented and marketed 1st phase of PC asset management program** for the Government business. Goal is to bring 22,000+ assets under full asset/PC lifecycle management in 2009 to improve support, reduce costs & reduce data theft risks.

**Senior IT Account Manager —U.S. & Northern Latin America Commercial Business** (2004-2006)

Customer Relationship and IT Manager serving as POC liaison between IT and business unit. Led 11-person team of technical support resources to design, implement, and support technology systems/applications. Engaged with customers to identify IT solution and process improvement requirements and improvement opportunities. Marketed IT products, services and policies to customers, and advocated for customer to IT to help ensure business and IT alignment.

* **Salvaged Project Mercury, leading deployment crisis retooling effort** to quickly identify and resolve customer issues, concerns and training gaps to gain customer acceptanceforthe firm’s largest-ever infrastructure & desktop change initiative.
* **Recognized for outstanding contributions** to Blackberry/OMA/Secure VPN enterprise project for focusing team on customer and support requirements, training, expectations and documentation. Recognizing potential political impact, drafted and championed proposal to include non-standard Macintosh customers, which was approved by senior leadership.
* **Fast-tracked senior partner’s strategic marketing data system initiative,** enabling rapid customer standup of new strategic consulting business practice. Successfully advocating for customer to gain IT approval for out of cycle project.
* **Saved Commercial business unit $200K** in out of budget contracting costs by overhauling project proposal to upgrade Novell servers and NOS. Revised plan was executed for $20K while achieving original scope and goals.
* **Created and implemented Commercial business PC lifecycle asset management program**. Year 1 deployment saved $80k and eliminated 50+ hours of support staff labor, & significantly reduced risk of sensitive Firm and client data theft.

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**PROFESSIONAL EXPERIENCE** Continued

**Director of Global Customer Support** (2000-2004), **Senior IT Manager – US West and Latin America** (1996-2000)

Promoted to Senior IT Manager from Lead Support Engineer in 1996 to oversee customer support services for commercial and government businesses in Western U.S. and Latin American markets; advancing to director of global support in 2000. Led 10 IT managers and 64-person team to manage all aspects of customer relationship, support and world-class service delivery to 11,500 staff at 200 global locations. Administered engagements with technology vendors and business process outsourcers, including service desk, desktop support, break/fix and access management operations.

* **Delivered 18-percentage-point increase in customer satisfaction** ratingfor global support services in just 3 years to achieve world-class status by fostering commitment to customer & to excellence across internal & outsourced teams.
* **Captured improvements in outsourcer service delivery while securing $4.2M in savings** over 2 years by sourcing and negotiating contract pricing and service level agreements with new service desk and desktop services provider.
* **Led outsource vendor re-compete** effort. Oversaw RFP, vendor selection, contract negotiations, statement of work. Incorporated customer feedback & business requirements to add new services & capabilities while reducing cost to serve. Increased customer satisfaction and lowered the cost of support by approximately $1 million per year.
* **Created innovative customer feedback forum** *“speak your mind”* voice of customer initiative to communicate unfiltered with IT on any subject. Forum facilitated ideas, demand capture and improvement opportunities from customers, and greatly improved customer perception of IT. Forum is now used by all of Core Services (shared services organization).
* **Led IT team in “cannot fail mission”** to provide onsite infrastructure and support for internal trade show/CEO transition tour in Paris, Hong Kong, Cancun and Las Vegas over 4 months. Improved visibility and credibility of IT and provided unprecedented opportunities for IT departments to work toward a common goal; to plan and mobilize rapidly and to execute despite extremely daunting deadline, technical, financial, cultural and logistical challenges. A great success for the Firm.
* **Created initial design of global IT Account Manager program (CRM).** Improved IT’s image and customer satisfaction by focusing IT service capabilities and initiatives to the needs of the business units. Improved demand capture, customer advocacy, marketing and managing of expectations for capabilities, costs, and support.

**ADDITIONAL EXPERIENCE**

Administrative Manager - Computer Sales & IT Hardware Support, NEW YORK UNIVERSITY, Principal Network/Desktop Engineer & Consultant, NTI, INC. NY, Sales & Marketing Manager & Macintosh Engineering, NDK INTERNATIONAL, NY, Senior Trainer/Supervisor – PHOENIX ASSOCIATES, Tokyo, Japan

**EDUCATION/CREDENTIALS**

**Bachelor of Arts in Psychology -** Syracuse University ~ **ITIL v3 Foundations certification**

~ Center for Creative Leadership Looking Glass Executive Leadership Training Program

~ Booz Allen Hamilton Director’s Leadership Program

~ Member, Help Desk Institute (HDI) ~ Past Member, Service & Support Professionals Association (SSPA)