

# Professional Experience

## IT Supervisor

Skyline Conferencing Solutions, New York, NY | July 2017 - Present

- ◆ Manage, build, and develop a help desk team with over 25+ IT personnel, serve as the escalation point for tier III issues, and optimize resource allocation and forecasting to ensure appropriate staffing levels during high-volume periods
- ◆ Develop and train 60+ help desk staff on communication, troubleshooting, SOPs, and customer service best practices, resulting in a 10% increase in client satisfaction scores
- Identify opportunities to improve service quality and establish a process to document technical solutions in a shared knowledge base, resulting in a 15% call-time reduction

## Help Desk Supervisor

McAfee. New York, NY | June 2015-July 2017

- ◆ Oversaw all aspects of help desk operations for an anti-virus software provider, managed a team of 30+ team members troubleshooting tier I and tier II issues for customers, and successfully improved resolution times by 10%
- Established a high-performance, customer-focused work culture to enhance the quality of service delivery and exceed customer satisfaction objectives by 10%-20% YOY

# Education

## Bachelor of Science (B.S.) Information Technology

University of Syracuse, New York, NY | September 2011 - June 2015

# Certifications

- Certified Service Desk Manager (CSDM), Knowledge Academy, 2015
- CompTIAA+, 2014

Cameron  
Malfara

New York, NY 12345  
cameronmglfararaexample.com |  
(123)456-7890  
[LinkedIn](#) | [Portfolio](#)

A dynamic IT Supervisor with eight years of experience specializing in end-user support, system administration, and operations management. A proven track record of leading and developing large help desk teams to troubleshoot complex technical issues. Adept at identifying process improvement opportunities to enhance workflows and client satisfaction.

# Key Skills

- Information Technology
- Operations Management
- Help Desk Support
- Training & Development
- Process Improvement