Dominic Perrotta
IT Leadership

Wallingford, WA - Email me on Indeed: <u>indeed.com/r/Dominic-Perrotta/792552ab2d0ead14</u>

Seasoned professional with more than 18 years of experience in information technology, project, and IT service management.

Extensive experience building, developing, and leading highly skilled, globally distributed IT teams. Adept at managing large-scale, multi-vendor projects, with proven accomplishments in meeting project goals while exceeding expectations. Equipped with articulate communication and interpersonal skills in building positive work relationships with employees and clients of all levels. Proficient with Microsoft Windows, Microsoft Office, ServiceNow, Knowledge Management, and SharePoint; as well as with network devices, printers, and various computer peripherals.

WORK EXPERIENCE

IT Manager / Head of IT

Agena Bioscience   -   San Diego, CA -

2016 to Present

Responsible for realigning IT with the company's global goals and objectives, I started with a full audit of the infrastructure and staff. This uncovered numerous inconsistence's requiring a fundamental IT restructuring;

= Globally distributed server resources and established a local IT presence in all major offices
= Standardized IT support and service offerings throughout the company
= Developed a complete disaster recovery plan, protecting all company data
= Migrated to O365, providing seamless integration for employees working in the office, field, or from home.

By distributing resources more equitably and creating standard support practices, I was able to eliminate non-repeatable, unsupportable, and costly, "home-grown" solutions. Shaping and guiding the IT organization through the transition of new leadership and company focus has been a fulfilling, fast paced, and multi-faceted challenge. I believe that building strong relationships within IT, and with the business that we support, is crucial for IT to be successful.

IT Manager

Global IT Leadership -

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IT Manager

Qualcomm Inc - San Diego, CA -

January 2008 to January 2016

Manage IT service desk operations, which included tier 1 and 2 service desk personnel and handling all incident management and request fulfillment activities for 30,000 users. Efficiently manage all service desk operations supporting Windows and Macintosh troubleshooting, phones and tablets, endpoint security, backup, enterprise software, and user account services. Manage outsourced team, including vendor review and selection, heavy data analysis and reporting on service level agreements (SLAs), and policy and procedure governance.

IT Manager Global IT Support Services and Project Management

Qualcomm Inc -

2008 to 2016

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Key Highlights:
* Budget planning, defining operational objectives and action plans to meet financial goals
* Conceptualized and authored incident management processes and procedures to support Qualcomm Corporate IT operations, consequently overseeing request management operations thereafter following three ISO 20000 audits
* Closely collaborated with multidisciplinary teams and senior management in facilitating thorough evaluation of all major IT initiatives to mitigate escalations and top technical issues
* Managed staffing requirements of engineers and analysts, which entailed supervising, coaching, and conducting biannual reviews for more than 40 global staff; proactively supported the development of personnel skill levels while minimizing stagnation and turnover
* Received nine awards for customer service and audit compliance

Senior IT Support Analyst, Quality Control

Qualcomm Inc -

2005 to 2007

Leveraged technical expertise to provide IT phone support to corporate users. Provided guidance and leadership to team members through design and facilitation of team training. Attended all IT project meetings for customer advocacy. Conducted trend analysis to efficiently manage help desk workload.

Key Highlights:
* Led team in effectively managing technical and staffing resources for major incident response activities
* Designed and facilitated global help desk trainings
* Took charge of screening, interviewing, and training new employees at the help desk

EDUCATION

ITIL V3 Foundations and Service Operations Certification

SKILLS

Business Continuity (Less than 1 year), disaster recovery (1 year), operations (8 years), Operations Management (Less than 1 year), service desk (8 years)

ADDITIONAL INFORMATION

☐ AREAS OF EXPERTISE

Service Desk Management ~ IT Operations Management ~ Disaster Recovery and Business Continuity
Incident & Request Management ~ Process Improvement Strategies