Frank Malczon
Volunteer

Boothwyn, PA - Email me on Indeed: indeed.com/r/Frank-Malczon/1e187c75e21db078

My core capabilities consist of IT staff management, career guidance, interviewing/hiring personnel, vendor management, facilities management, asset management, new employee orientation, procedure/product implementation, project management, business recovery and documentation. I have been doing some IT consulting work since early 2014 and am looking to get back into the workforce on a fulltime basis or in a contract/consulting role. I feel that my experience in the Call Center/Helpdesk arena would be beneficial to an organization that is looking to improve the staff's overall call resolution/performance as well as guidance for implementing consistent policies. I am a competent, dependable, organized and self-motivated individual who has advanced his career with numerous promotions within the same organization.

WORK EXPERIENCE

Volunteer
Riddle Memorial Hospital - Lima, PA - September 2014 to November 2015

• Worked in the Sterile Processing department ensuring neat and orderly work area.
• Ensured that Sterile equipment was delivered in a timely fashion to Operating rooms.
• Assisted with any technical issues the team had with departmental PC equipment.

Sr. IT Manager (Helpdesk/Call Center)
GTS Support Services - January 2007 to July 2013

- IMS Health (Promotion)
✓ Key accomplishment: Successfully implemented a cross training program between the Call Center/ Helpdesk/NOC and Computer OPS staff that enabled the department to support IMS on a 24x7 basis.
• Responsible for the company's Global Call Center/Helpdesk (NOC) which consisted of 16 full-time and 12 part-time employees that supported 7,000 phone calls and 15,000 emails on a monthly basis.
• Maintained efficient and effective call center procedures, ensured accuracy and timeliness of daily transactions, ensured phone system is properly staffed to meet the everyday demand.
• Ensured personnel were trained in proper departmental work techniques in order to meet ITIL Service Operation standards.
• Responsible for performance management of all staff that included goal setting, appraisals, employee incentive programs, performance issues, disciplinary matters.
• Recommended and implemented quality standards and procedures to impact the performance of the support team.
• Resolved customer complaints that were of an immediate nature and generated solutions via weekly staff meetings.
• Chaired a daily critical ticket meeting for upper management team in order to bring awareness and resolution for any open issues that may cause issues for the customer base.
• Chaired quarterly meetings with various internal department managers to gather feedback on their perspective from our external customers call center experience.
• In January 2010, I was promoted to Director, GTS Support Services. I managed both the Call Center/NOC and Computer Operations staff.

Computer Operations Manager - IMS Health (Promotion)
IBM mainframe to several hundred HP - March 2005 to January 2007

Key accomplishment: Successfully reorganized OPS staff (30 people) in order to decrease overtime as well as implemented company standards to meet the organizations Six Sigma requirements.
• Responsible for 25,000 square feet of various computer equipment ranging from an IBM mainframe to several hundred HP/IBM servers and telecom equipment.
• Coordinated/supervised the company's disaster recovery tests at Sungard (24-48 hours of testing per year).
• Managed vendor relations which included contract and price negotiations.
• Managed relocation of Data Center assets from in-house to an offsite Sungard facility that included price and contract negotiations with multiple vendors
• Maintained offsite support facility for disaster recovery purposes.

Asset Manager - IMS Health (Promotion)
IMS Health - April 2002 to March 2005

Key accomplishment: Implemented procedures for purchasing and maintaining departmental PC's and software assets.
• Responsible for management of the companies PC's and software acquisitions using HP Asset management software as well as using their discovery tools to help manage/inventory control the assets and maintain in our local database.
• Staff management of four individuals who purchased, received and scheduled installation of the product.
• Negotiated pricing for new purchases and recommended alternate solutions to Finance Director.
• Reviewed corporate contracts to determine the company's liabilities to the current vendors.

Project Manager - IMS Health (Promotion)
IMS Health - May 1998 to April 2002

Key accomplishment: Responsible for the implementation and successful completion of the Y2K rollover within the Data Center. Collected hardware/software inventories to ensure compliancy with vendors.
• Responsible for several acquisition/consolidation projects that were made by the organization and necessitated data processing transition of their hardware into our facility.
• Coordinated/supervised disaster recovery tests at Sungard for internal departments as well as the acquisition offices. Generated post test results documentation as well as SLA's for all acquisitions.
• Functioned as liaison for developing/maintaining/negotiating the companies support contract with Sungard Recovery Services.
• Worked with internal and external auditors to ensure SOX and HIPPA compliancy for all of the IT departments within IMS.
• Managed business relationships for pre and post consolidation projects and created individual SLA's for monitoring progress throughout the merger.
• Coordinated IT acquisitions in order to bring internal support staff an understanding of the scope of the transition in order for them to evaluate the on-boarding requirements that they would be responsible for managing.

Account Manager/Production Control Manager
DBDS/Cognizant Data Services - May 1996 to May 1998

Key accomplishment: Managed business relationship in order to accomplish a smooth transition of the customer's computer assets from one facility to another.
• Responsible for the production processing on the mainframe as well as managed two data control analysts.
• Coordinated with several levels of management throughout the entire organization evaluating hardware and software with the support of technical development and made recommendations to senior management.
• Maintained various spreadsheets containing CPU and database information for their review on a monthly basis in order for them to evaluate future processing requirements.

EDUCATION

Computer Science and Business Mgt
Pierce College

Computer Programming
Institute of Computer Sciences

Northeast Catholic High School for Boys