Jordan Jones

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Summary

Experienced technical services manager with proven history of managing high-performing teams in the information technology and SaaS industry. Proven track record of leveraging strong security and automation knowledge in improving customer experience, reducing time to resolution and minimizing production defects. Quick-learner who successfully mitigates risk in a PCI-compliant environment. Experienced in supporting proprietary products built in AWS. Proven track record of increasing productivity while improving output quality.

Work Experience

Technical Services Manager

2014 - Present

SkyTouch Technology, Phoenix, Arizona

- Lead a team of 20 local and remote analysts in a face-paced environment, supporting over 10 proprietary products in **Amazon Web Services (AWS)**
- Reduced case opening times by 50% with a successful implementation of Salesforce, including **QA testing** changes against a suite of scenarios
- Evolved and improved KPIs, tools and reporting that enabled team to meet targeted goals and become more efficient, reducing outstanding backlog in Technical Services by 50%
- Directed a **cross-functional team** that brought the defect process into **Agile SDLC**, improved identification, reduced time to prioritization and improved resolution communication
- Reduced case backlog by 80% by establishing regular stand up meetings, regular follow up schedules and metric dashboards applicable to employees
- **Automated** email-to-case functionality, eliminated the need to open certain cases manually
- Improved productivity and partnered with other teams to take on appropriate tasks, allowing us to take on an 80% increase in inbound ticket volume.
- **Overhauled and implemented knowledges centered support** model which resulted in over 400 customer-facing knowledge articles **enabling self-resolution** of common issues

Manager

5/2010 – 2013

Pegasus Solutions, Inc., Scottsdale, Arizona

- Promoted and reassigned to Customer Support Tier 1 group to address specific morale and performance issues
- Meet directly with customers, primary contact point for customer escalations
- Implemented *Fish!* Philosophy to address morale issues, **eliminated employee complaints** to the H.R. department and **increased customer satisfaction** to the highest score in company history to date
- **Reduced employee turnover by 40%** by hiring to specific shifts and replacing seniority-based shift placement with a performance-based system

- Established or re-established **quality monitor checks** for all employees to review and addressed performance issues
- Completed overhaul of knowledge base using Microsoft SharePoint and Remedy solution database.
- Designed and implemented total re-structure of internal outage paging system, enabling **automated alerts for all company departments**, which was not previously possible
- **Project Manager** for complete overhaul of outdated external customer notification application, utilizing the latest version of Microsoft SharePoint
- Reduced 2011 budgeted department expenses by 10% by reducing overtime expenses, office equipment rentals and other expenses

Supervisor

8/2007 – 5/2010

Pegasus Solutions, Inc., Scottsdale, Arizona

- Supervised nine employees
- Executed **smoke testing** on multiple **secure**, **highly available** and **mission critical** applications
- Implemented Predictive Index program, improving the hiring process and **decreased employee turnover** rates by 25%
- Handled escalated customer calls
- Updated and re-designed outdated paper-based employee administration system using Microsoft SharePoint, allowing for **streamlined** review of employee files
- Established and **standardized defect creation process** across multiple product lines

Contractor

7/2006 – 8/2007

Pegasus Solutions, Inc., Scottsdale, Arizona

- Decreased **data validation** processing time by 90% for Expedia.com, using a **SQL database**.
- **Automated** review, flag and fix process that ensured quality control and data integrity for over 100,000 hotel rooms
- Maintained customer data for a **web-based portal**. Created a repository for a customer registration process, trained prospective and current users and validated property information.

Skills and Certifications

Microsoft Office (incl. PowerPoint, Excel)	SQL Server
Microsoft SharePoint	Java
JIRA/Confluence	HTML/CSS
Salesforce	Python
AWS Certified Cloud Practitioner (Validation number KTMTXW92LBB1QHGT)	