

Neal McMillen

**Service Delivery
Management/IT
Strategist/Proven
Leader**

Robert Neal McMillen

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Skills/Qualifications

Neal is a service focused IT leadership professional with over 8 years of experience managing service excellence, service delivery, client services strategy, financials, executive reporting, training, documentation, global support, hardware(asset) management/support and public speaking. Neal has advanced knowledge in designing and leading a support structure utilizing ITIL, COBIT and Lean/Six Sigma best practices as well as experience implementing market leading ITSM tools. (ServiceNow and Remedy - cloud based or on premise)

Experience

Long View Systems / Manager of Operations - Shared Services/End User Experience Practice, USA

July 2012 - December 2016, Denver, CO

- Responsible for End User Experience solution growth in the USA offices (2016 Fiscal Goal of 1000%)
- Day to day operations of 3 teams (Denver and Calgary):
 - Network Operations Centre
 - Global Service Desk
 - Remedy/ITSM
- Balancing and forecasting 2mm budget; weekly, monthly quarterly and annually
- Involved in Incident, Change, Problem and Asset Management decisions company-wide
- Strategy focused leader with emphasis on people growth and opportunity
- Responsible for all staffing decision approvals (budget, performance)
- Implementation and maintenance of ITIL best practices
- Management of over 1.5 million contacts per year(Global Support Center)
- Service Delivery Management of over 120 clients
- Management of costs and efficiencies (decreased cost by over 15% to client in 1st year while improving all KPIs and SLAs)
- Support team growth of over 500% during my tenure
- Team Lead performance reviews and growth

Other:

- Offered part time billable BA/ITSM assessments for several global partners (based on ITIL, LEAN and COBit)
- Started Denver Office Toastmasters international group(2014, voted President)
- Worked directly with Governance leadership; understanding of several governance models including SOX and ISO

Long View Systems/ Team Lead, End User Computing

July 2008 - July 2012, Denver, CO

- Oversight of daily operations for Desktop Support, Executive Support, Training Support and Audio Visual teams for major Oil & Gas company in Denver
- Monitored incidents to ensure proper incident management time standards and SLAs are achieved for 2500+ end users
- Leadership of the Client Services team to meet Key Performance Indicators while focusing on “over and above” service delivery while also maintaining a cost effective environment
- Designed support structure based on client needs , ITIL, LEAN IT and SOX compliance
- Provided a single point of contact for technical reference on behalf of IS
- Followed proper escalation process for high priority incidents
- Ensured ITIL client support models and “best practice” support is maintained
- Ensured proper detailed documentation was in place
- Performed Staff Career Planning and performance reviews
- Provided high-level face to face, as well as remote IT support for all users in the Denver office and Colorado Field locations

Par Microsystems / Support Technician (InTouch Software)

November 2006 - July 2008, Boulder, CO

- Provided support for multiple restaurant ‘Point of Sale’ software solutions, on several different hardware platforms
- Single point of contact for clients with all aspects of their software including cash management, inventory management, labor, timekeeping, human resources, reporting, menu programming, forecasting, etc.
- Dispatched Field Service, created repair tags, along with creating workarounds for damaged/faulty equipment
- Created and maintained service documentation in the internal knowledge management system used for troubleshooting as well as company-wide publication

Education

Villanova University

Six Sigma Green Belt

James B. Conant High School/Excel High School

1997-2001, Chicago, Illinois

Foreign exchange, Football, Basketball, Swimming, Diving

Xcel High School

Certifications and Involvement

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- ITIL V.3 Trained and Certified (2010)
 - Six Sigma Green Belt Certified (Villanova University)
 - Network + Certified (CompTia)
 - Toastmasters International Denver office President (Peer voted)
 - A+ Certified (CompTia)
 - Help Desk Institute (HDI) Client Support Leadership advisory Board (2013-2014)
 - Several published blogs relating to efficient, yet excellent service delivery