

## Summary

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Accomplished IT professional with 10+ years of technical support experience and demonstrated leadership capabilities in higher education environments. Proven track record of managing cross-functional teams, implementing process improvements, and delivering exceptional customer service across diverse technology platforms. Expert in IT service management, audio-visual technologies, and vendor relationship management with strong stakeholder engagement skills.

## Professional Experience

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### IT Client Support Specialist (formerly Service Desk Analyst)

Northeastern University | April 2022 - Present

#### Technical Leadership & Process Innovation:

- Designed and implemented comprehensive performance dashboards, improving workflows and customer insights
- Automated routine ServiceNow processes, reducing errors and enhancing operational efficiency
- Developed comprehensive training materials and onboarding processes for seamless new hire integration
- Led cross-departmental collaboration with CI Operations & Engineering, CI Infrastructure, Endpoint Management and the Identity Access Management teams

#### Team Leadership & Mentorship:

- Mentored and trained newer analysts, fostering collaborative team environment and knowledge sharing
- Assumed key leadership roles during organizational transitions, ensuring systems continuity
- Served as subject matter expert for Customer Experience team, sharing insights at team huddles and staff meetings
- Stepped up as acting team lead during supervisor absences, coordinating workflows and resolving bottlenecks

#### IT Service Management Excellence:

- Delivered exceptional technical support focused on customer experience and satisfaction
- Specialize in equipment lifecycle management and Identity & Access Management
- Consistently demonstrated high performance with above-average service delivery metrics
- Ensured compliance with university IT policies and change management procedures

#### Customer Experience & Service Excellence:

- Approached every customer interaction with empathy, curiosity, and partnership-focused problem solving
- Enhanced user experience through proactive technology adoption guidance and training
- Streamlined service delivery processes to reduce customer wait times and improve satisfaction
- Built strong relationships with faculty, staff, and students across diverse campus communities
- Championed customer-centric service delivery emphasizing seamless issue resolution cross functionally with both the Office of Global Services and Student Financial Services and We Care

#### Vendor & Stakeholder Management:

- Managed technology lending operations including Omni Charger distribution and ongoing support. We Care Loaner program, and Velocity Locker loaner program
- Coordinated with building tenants and external vendors for IT equipment and shared IT spaces
- Provided VIP support to university leadership and global campus stakeholders
- Facilitated smooth technology implementations with minimal disruption to end users

### Operations Manager | Operational lead overseeing time-critical, end-to-end delivery process, from the warehouse to the customer.

Elite Delivery Services | March 2017 – 2022

#### Strategic Business Operations & Performance Management

- Managed daily operations for 30-driver fleet serving diverse client base, improving on-time delivery rate by 18% through data-driven route optimization and strategic planning
- Reduced operational costs by 12% through implementation of analytical routing strategies and resource allocation improvements
- Decreased employee turnover by 25% through strategic workforce development, performance management, and engagement initiatives

## Customer & Stakeholder Relationship Management & Conflict Resolution

- Resolved complex delivery escalations and client conflicts, increasing customer satisfaction scores by 20%
- Built strategic partnerships with clients and vendors, ensuring alignment between service capabilities and business requirements
- Developed and implemented customer communication protocols that enhanced relationship management and expectations setting

## Assistant Recording Engineer | Technical project coordinator and team leader in a creative production environment

Q Division | May 2014 – 2017

### Project Coordination & Technical Leadership

- Served as technical lead during complex studio sessions, coordinating between lead engineers, artists, and support staff to ensure seamless project delivery
- Managed pre-session planning including resource allocation, technical setup, and workflow optimization

## Formal Education

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- Bachelor of Science in Information Technology (In Progress) | Northeastern University | 2022 – Present
- Associate Degree in General Business | Bay State College | 2001 – 2003

### Strategic Business & Leadership Development

- Business Analysis & Process Management | Coursera Project Network | March 2025
- Leading Your Team to Excellence (Learning Path) | LinkedIn Learning | December 2024
- Leadership Effectiveness: Moving Beyond Traditional Success Metrics | LinkedIn Learning | December 2024
- Customer Experience Leadership | LinkedIn Learning | December 2024
- Managing a Customer Service Team | LinkedIn Learning | December 2024
- Essentials of Management | Tandem Solutions, LLC | July 2025

### Project Management & Process Improvement

- Google Project Management Professional Certificate (6-Course Series):
- Process Improvement Foundations | LinkedIn Learning | February 2025
- Requirements Elicitation and Analysis | LinkedIn Learning | February 2025

### Technology & IT Service Management

- Microsoft Azure Fundamentals (AZ-900) (Certification Preparation):
- Intro to Service Management with ITIL 4 | LinkedIn Learning | May 2025
- ServiceNow: Basic Administration | LinkedIn Learning | November 2024
- AI Automation with Anthropic Claude API's Agentic Computer Use | LinkedIn Learning | May 2025
- Intelligent Automation Foundations | LinkedIn Learning | May 2025
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## KEY ACHIEVEMENTS

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- **Process Innovation Leadership:** Designed analytics dashboard solution that improved operational efficiency while providing management with strategic customer insights
- **Cross-Functional Collaboration Excellence:** Built strong working relationships across IT teams and business units, consistently recognized for collaborative approach
- **Professional Development Initiative:** Completed comprehensive skill development program spanning business analysis, project management, and strategic leadership
- **Operational Expertise:** Developed specialized knowledge in equipment management and system access administration supporting critical business functions

## TECHNICAL PROFICIENCIES

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- **Systems & Platforms:** Active Directory, Azure, Intune, Jamf, DUO Admin, Adobe Admin, Papercut Admin
- **Work Management & Service Management:** ServiceNow, Microsoft Project, Asana
- **Operating Systems:** Windows, macOS
- **Support Tools:** Remote Support (Bomgar), Miro, Global Protect VPN
- **Project Management:** Predictive & Agile Methodologies, Workflow Optimization, Process Automation