

TECHNICAL OPERATIONS MANAGER

Summary

Technical Support and Operations Manager that drives processes and performance metrics that advance customer satisfaction while guiding client support/engineering teams in complex SaaS/Cloud environments. Skilled in identifying process gaps and issues providing best in class solutions. Ability to translate strategic business needs and complex concepts into instantly actionable business and functional requirements. Assembled resources, scheduled tasks and created detailed timelines to maximize efficiency throughout each project phase. Provided engineering and QA teams with detailed analysis of software deficiencies discovered during installations and implemented a work around to minimize impact and successfully complete projects that met timelines along with collaborating across multiple teams including engineering, internal clients and vendors.

Skills

- Technical Troubleshooting
- Hardware diagnostics
- Software upgrades
- Customer support needs assessment
- Work ethic
- Multitasking
- Cost reduction and containment
- Solutions development
- Multi-unit operations management
- Policies and procedures implementation
- Contract review and recommendations
- Systems implementation
- Performance reporting
- Process improvement strategies
- Mergers and acquisitions knowledge
- Business development understanding
- Retail operations management

Experience

Bertelsmann | Dallas , TX Technical Operations Manager 04/2019 - Current

- Developed and implemented short and long-term technology programs to determine performance measurements, outcomes and investment needs.
- Coordinated, managed and prepared RFPs and RFQs for purchasing department, recommending software and hardware specifications.
- Facilitated leadership to community and internal staff by conducting technology trainings and workshops.
- Responsible for overseeing all support, troubleshooting, and maintenance of the
- Orchestrated high-level IT vendor relationships, selecting voice, data and other providers in addition to verifying and maintaining advantageous service level agreements.
- Identified issues and resolved problems with hardware and software to improve end-user experience.
- Formed and reinforced third-party relationships with IT leaders at allied organizations, providing opportunities for joint ventures and collaborative products.
- Managed full project lifecycles beginning at inception and ending with customer-facing deployments.
- Managed implementation of application developments by collaborating with overseas technical teams.
- Delivered consistent and quality mentoring, training and onboarding for teams of contractors and staff members.
- Familiar with Salesforce, InControl2, Redash, Okta, Jira, ServiceNow and Airwatch which is a MDM management tool
- Leveraged Agile methodologies to move development lifecycle rapidly through initial prototyping to enterprise-quality testing and final implementation.
- Conducted regular make or buy analyses to determine most cost-effective method for obtaining necessary materials.

Seattle University | Seattle , WA Technology Operations Manager 01/2016 - 11/2019

- Kept project teams on-task with proactive control of budgets, schedules and scopes.
- Updated project plans based on changing objectives, specifications and staff availability.
- Completed thorough risk assessments and deployed management and response strategies to prevent roadblocks.
- Produced status reports for customers and senior management.
- Supervised and trained 150+ computer operator trainees, both onsite and remotely via internet and intranet, ensuring full staffing with trained and knowledgeable employees.
- Facilitated implementation of BLS/ALS and coordinated company-wide training.
- Updated hardware, software and security protections with latest standards.
- Provided technical and operational support for entire organization.
- Prioritized and planned IT deployments based on resources, deadlines and cross-project dependencies.
- Oversaw in-project technology deployment, lending technical guidance and leadership to complete objectives.
- Spearheaded software, hardware and equipment purchasing.
- Recruited and developed new IT department team members.
- Executed and implemented solutions on time and within budget constraints while ensuring high levels of service throughout the process.

Bertelsmann | Emeryville , CA Technical Operations Manager 04/2014 - 01/2016

- Recruited, hired and trained crew members on application of projects, customer relations and customer service.
- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Controlled expenses, eliminated waste, reduced overhead costs and developed operating budgets.
- Improved regional processes by coming up with effective methodologies to handle customer complaints.
- Managed inventory control functions and reported discrepancies to corporate headquarters to increase system functionality.

- Coordinated equipment sales and service functions to enhance efficiency and deliver optimum customer service.
- Supported regional branches with turnaround management processes, increasing organization and efficiency to enhance profitability.
- Created reports and established processes to assist with loss prevention and budget maintenance.
- Educated employees on corporate policy and procedure compliance to facilitate improved operations outcomes.

Education and Training

SUNY Buffalo State | City , State Bachelor of Arts in Computer Science And Programming 02/2020