SENIOR IT PRODUCTION OPERATIONS MANAGER

Professional Experience

July 2012
to
Current

Bank Of America Corporation Flower Mound , TX Senior IT Production Operations Manager

- Primary responsibility for all aspects of data center operation to include all data center functions production control, and data operations.
- Established key relationships with business units to ensure that all key deliverables were met and streamlined for cost effectiveness and quality of delivery.
- Drove innovative solutions to business units utilizing technology, tools, and processes Established key performance metrics to coincide with business deliverables Enforce ITIL processes throughout team Established and managed rolling budget for department objectives Implemented Data Center Operation procedures Negotiated Data Center facility contracts Established cost effective changes to system deliveries to maximize processing for business units Manage incident management initiatives Monitor batch processing requirements Workload planning Manage code repository.

January 2008
to
July 2012

Alteryx Nashville , TN Production Support Manager

- Primary responsibility was to build and staff a production support development and 3rd level support team on multiple software platforms.
- Responsible for strategic planning, development, staffing, management, and financial performance of a production support team.
- Direct functions involving customer contacts, software development, build metrics around customer satisfaction, build SLA's with supporting teams, establish priorities with team leaders to ensure that customer needs are met while meeting cost, productivity and quality goals.
- Built strong customer relationships Establish processes for defect tracking, customer communications Lead customer escalation efforts to resolution Created all team metrics to enhance positive customer experience Established development standards for system programmers Assessed impacts of system issues System monitoring, performance, availability Build OLA's with supporting teams to ensure smooth transitions and establish team goals Installation/Build Services Work with RMA and other regulatory agencies for potential system changes Team member development, personnel management Responsible for creating and managing to department budget Project management for development Lead Root Cause Analysis efforts Executive status reporting, availability, software resolution progress Developed and managed a large departmental budget Build and execute on change/Incident management initiatives Established relationship with operations on key deliverables required Wrote SQL scripts for reporting needs.

January 2007
to
October 2007

Peoples Health Centers Family Of Companies Florissant , MO Professional Services Manager

- Responsible for all aspects of support for a small software development company.
- Direct responsibilities included 1st, 2nd and 3rd level support providing billable services to companies in the animal feed industry.
- This team worked on a billable hour basis conducting all phases of support as well as implementation of software system.
- Company experienced downsizing in October of 2007.
- Responsible for creating and managing to department budget Created implementation requirements for installation of custom software Project management for custom development Worked directly with customers to address needs and gauge satisfaction Executive status reporting, availability, software resolution progress Establish Multi-National contacts for supportability.

January 2000
to
January 2007

Advent Software Albany , NY Director of Operations

- Direct responsibilities included managing production applications to include defect management and reporting.
- This role would work directly with customers to ensure service standards are met.
- This also had responsibilities for building and implementing a hosted data center relationship with IBM to include a production control, production operations team structure.
- This team would work very closely with business units to establish key requirements.
- This also entailed creating SLA's, team metrics, training guidelines for staff, and executive status reporting.
- Responsibilities also included setting up and managing user groups across country.
- Created customer user groups Manage L1 and L2 analysts in a 24/7 on call Application team Work closely with business units to establish requirements for departmental needs Managed customer escalations Create departmental budgets and operate within those budgets to meet Contribution Margin.
- Promote and enforce proactive support initiatives to ensure that we have exceeded expectations set within the Service Level Agreements Manage data warehousing for large clients Lead defect management efforts Implementation of ITIL best practices Created impact analysis of application defects Managed vendor relationships and contracts Develop and Manage Team Key Result indicators Interactions and processes with other teams (Development, Product Management, QA/Testing) Responsible for generating management reports, analyzing

the data, implementing improvement techniques, and mentoring team members Coordinate purchases/vendor selection/installations Knowledge Management Initiatives.

January 1999
to
January 2000
The Nielsen Company Bengaluru , IN Help Desk Manager

- Responsible for all aspects of 1st and 2nd level technical support for a large Healthcare organization; with excess of 8,000 users with multiple locations.
- Responsibilities included creation of team metrics, measure customer satisfaction, establish records retrieval team.
- Manage transcription services.
- Company outsourced helpdesk in 2000.
- Managed L1 and L2 24/7 desktop support team Initiated customer service metrics Built and implemented a records retrieval team Implemented information security procedures per company policies Created knowledge management databases Created Budgets for all teams.

January 1986
to
May 1993
UNITED STATES NAVY City , STATE Data Analyst

- Honorable Discharge 1993.

Education
University of Phoenix City , State B.S : Information Technology Information Technology
Skills
Budgets, budget, contracts, clients, customer satisfaction, customer service, databases, data warehousing, delivery, financial, IBM, information security, ITIL, Knowledge Management, managing, mentoring, 2000, personnel management, policies, processes, Product Management, progress, Project management, quality, QA, reporting, scripts, Service Level Agreements, SLA, software development, SQL, staffing, strategic planning, team Work, technical support, desktop support, transcription