



Preston Knight
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Experience



IT Specialists, INC - Managed Services for IT

14 yrs 10 mos

COO & Operations Manager



Full-time

Jun 2015 - Present · 10 yrs 2 mos

Denver Metropolitan Area

Responsible for managing a team of IT Support Engineers, Project Engineers, and delivering world class Enterprise grade IT support to the SMB market.

Sales Executive and SME



Jul 2015 - Present · 10 yrs 1 mo

Colorado Springs, Colorado Area

Tasked with managing a full suite of cloud and hybrid IT solutions for small businesses. Implemented an Opportunity Management system to track and quantify leads and store relative sales info on the lead. Managed a full set of new customer warm leads and prospected for warm and hot leads out of the current customer database. Provided technical acumen to the sales team for product alignment and solutions implementation strategies.

Product Manager



Oct 2015 - Present · 9 yrs 10 mos

Colorado Springs, Colorado Area

Responsible for ensuring that IT Specialists products and offerings aligned with company objectives and goals. Ensured that the product set and roadmap consistently anticipated customer needs for continued growth through effective IT solutions.

Project Manager



Jun 2013 - Dec 2017 · 4 yrs 7 mos

Colorado Springs, Colorado Area

Responsible for the implementation of special projects and the leadership of technician teams for both special projects and the customer support service desk.

Helpdesk Representative



2011 - Jun 2013 · 2 yrs 6 mos

Colorado Springs, Colorado Area

Proactive monitoring and Tier I customer support duties. Trained new service desk technicians.

Executive Assistant and Office Manager



Jan 2011 - Aug 2011 · 8 mos

Colorado Springs, Colorado Area

Tasked with general office management responsibilities, estimating and invoicing, product research and purchasing, vendor relationship management, and personal assistant responsibilities as it related to the Presidents daily activities.

Client Advocate



Oct 2010 - Jan 2011 · 4 mos

Colorado Springs, Colorado Area



Varying duties related to client relationships and compliance auditing.



Advisory Committee Member - Customer Experience

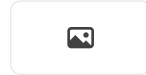


University of Colorado Boulder - Leeds School of Business · Part-time

Apr 2021 - Present · 4 yrs 4 mos

Denver Metropolitan Area

Industry professional advising on the CU Boulder Leeds School of Business's certificate program below.



University of Colorado, Boulder Customer Experience Certificate Program

The Customer Experience Certificate Program at the University of Colorado Boulder, Leeds Scho...

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