





# SERAPHINA FORSYTHE

## Team Leader Manager

### CONTACT

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### EDUCATION

Bachelor of Science  
Information Technology  
Georgia Institute of Technology  
2010 - 2014  
Atlanta, GA

### SKILLS

Microsoft Teams  
TeamViewer  
Freshdesk  
VMware vSphere  
Microsoft Outlook  
JIRA  
Google Workspace  
Google Calendar  
Skillsoft  
Microsoft Excel

### WORK EXPERIENCE

#### Team Leader Manager

NCR Corporation

2021 - current / Atlanta, GA

- Reorganized the onboarding process for clients using TeamViewer to enable remote installations and setups, speeding up the onboarding time by 4 days.
- Setup JIRA's reporting tools to deliver accurate analytics on the project status, lowering 16% of project delay instances.
- Promoted real-time collaboration in the team through Google Workspace, **slashing project turnaround time by up to 22%.**
- Established a system for delegating tasks based on skills and availability of team members using Microsoft Excel's filtering and sorting capabilities, improving task completion time by 36%.

#### Team Leader

Cox Communications

2018 - 2021 / Atlanta, GA

- Incorporated Microsoft Outlook's time zone features to coordinate meetings with Cox's international branches, sustaining effective collaboration across different regions.
- Devised a real-time project tracking system, **ensuring 97% of projects were completed within timelines and budget.**
- Integrated Google Calendar with the department's resources to optimize equipment and room bookings, resulting in a 34% reduction in scheduling conflicts.
- Provided one-on-one coaching and mentoring based on insights from Skillsoft's learning pathways, contributing to a 12.9% improvement in individual performance metrics.

#### Technical Support Specialist

The Home Depot

2015 - 2017 / Atlanta, GA

- Implemented 2 custom Microsoft Teams bots to automate routine queries, resulting in a 28% decrease in the volume of basic support tickets.
- Oversaw the upgrade of The Home Depot's store-wide Wi-Fi system, **leading to a 54.2% boost in connection speed while reducing 73% of recorded connectivity complaints.**
- Used Freshdesk's analytics tools to produce performance reports which helped identify future trends, cutting back 19% of recurring technical issues as per customer service data.
- Formed a VMware vSphere-based disaster recovery solution that reduced system recovery time from 8 hours to 3 hours, minimizing potential sales losses.