

SOPHIA BROWN

Service Delivery Manager III

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🌐 www.qwikresume.com

PROFESSIONAL SUMMARY

Dynamic Service Delivery Manager with over 10 years of experience in optimizing IT service operations across diverse environments. Proven ability to enhance team performance and customer satisfaction through strategic process improvements and effective stakeholder engagement. Committed to driving operational excellence while fostering a culture of continuous improvement and collaboration.

WORK EXPERIENCE

Service Delivery Manager III

Maple Leaf Consulting

📅 Jun / 2019-Ongoing

📍 Toronto, ON

1. Directed task management and performance evaluations for 23 team members while optimizing customer satisfaction metrics and managing budgets.
2. Negotiated and maintained service contracts, facilitated customer meetings with detailed performance reports, and conducted annual reviews.
3. Resolved customer escalations effectively, collaborating with marketing to secure new business opportunities.
4. Minimized overtime costs through strategic resource scheduling and enhanced employee training initiatives.
5. Elevated customer satisfaction levels by establishing clear communication guidelines and management escalation processes.
6. Achieved a 20% reduction in operational expenses by redesigning training schedules and optimizing team meeting protocols.
7. Secured a \$25M contract renewal by showcasing a competitive service portfolio and addressing client concerns proactively.

Service Delivery Manager

Summit Peak Industries

📅 Jun / 2015-Jun / 2019

📍 Denver, CO

1. Acted as the primary contact for all local service delivery issues, addressing requests and concerns promptly.
2. Coordinated IT projects, including network upgrades, service management tool deployments, and office relocations.
3. Oversaw an \$8MM infrastructure budget, achieving 5% savings through process enhancements and server consolidation.
4. Received the "NEXT IT Strategy Award" for developing a support model that reduced infrastructure setup time by 50%.

EDUCATION

Bachelor of Science in Information Technology

University of Technology

📅 Jun / 2012 - Jun / 2015

📍 Phoenix, AZ

Focused on IT service management, project management methodologies, and system integration.



SKILLS

Customer Relationship Management

Technical Proficiency in ITSM

ITIL Best Practices

Project Management

Customer Service

INTERESTS

🧘 Meditation

🤝 Community Service

🏆 Sports Coaching

✈️ Travel

STRENGTHS

👤 Mentorship

⌚ Patience

➡️ Forward-thinking

🛡️ Courage

LANGUAGES



English



Italian



Mandarin

ACHIEVEMENTS

🌟 Improved customer satisfaction scores by 30% through enhanced communication protocols and service delivery strategies.

🌟 Successfully led a cross-functional team to implement a new ITSM tool, reducing incident resolution time by 40%.

It Service Delivery Manager Resume Samples Jobhero

Gerardus Blokdyk



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Service Delivery Manager A Complete Guide - 2020 Edition Gerardus Blokdyk, 2020-01-28 What are moments of truth in a service delivery occasion Do you feel your staff have the right training to meet your needs Are there particular services or departments that are a cause for complaint by people with different protected characteristics What is your organizations approach to making sure that you can meet a persons support needs What services follow the employee if the employee transfers to another organization division Defining designing creating and implementing a process to solve a challenge or meet an objective is the most valuable role In EVERY group company organization and department Unless you are talking a one time single use project there should be a process Whether that process is managed and implemented by humans AI or a combination of the two it needs to be designed by someone with a complex enough perspective to ask the right questions Someone capable of asking the right questions and step back and say What are we really trying to accomplish here And is there a different way to look at it This Self Assessment empowers people to do just that whether their title is entrepreneur manager consultant Vice President CxO etc they are the people who rule the future They are the person who asks the right questions to make Service Delivery Manager investments work better This Service Delivery Manager All Inclusive Self Assessment enables You to be that person All the tools you need to an in depth Service Delivery Manager Self Assessment Featuring 2211 new and updated case based questions organized into seven core areas of process design this Self Assessment will help you identify areas in which Service Delivery Manager improvements can be made In using the questions you will be better able to diagnose Service Delivery Manager projects initiatives organizations businesses and processes using accepted diagnostic standards and practices implement evidence based best practice strategies aligned with overall goals integrate recent advances in Service Delivery Manager and process design strategies into practice according to best practice guidelines Using a Self Assessment tool known as the Service Delivery Manager Scorecard you will develop a clear picture of which Service Delivery Manager areas need attention Your purchase includes access details to the Service Delivery Manager self assessment dashboard download which gives you your dynamically prioritized projects ready tool and shows your organization exactly what to do next You will receive the following contents with New and Updated specific criteria The latest quick edition of the book in PDF The latest complete edition of the book in PDF which criteria correspond to the criteria in The Self Assessment Excel Dashboard Example pre filled Self Assessment Excel Dashboard to get familiar with results generation In depth and specific Service Delivery Manager Checklists Project management checklists and templates to assist with implementation INCLUDES LIFETIME SELF ASSESSMENT UPDATES Every self assessment comes with Lifetime Updates and Lifetime Free Updated Books Lifetime Updates is an industry first feature which allows you to receive verified self assessment updates ensuring you always have the most accurate information at your fingertips

Contemporary IT Service Delivery in Enterprise Prafull Verma, Kalyan Kumar, Jagadeshwar Gattu, 2019-06-07 With radical

change in the technology landscape in every enterprise the inherent IT services embedded in anything and everything that happens in the business a rapid shift is required to manage and deliver IT services While legacy systems continue to function and need to be managed by traditional methods a forward thinking approach is required to manage delivery of services for emerging technologies This handbook is targeted at service delivery managers in the service provider organization but would also be very useful to internal service managers provided they think of enterprise IT service consumers as customers It would also greatly benefit IT generalists who may not be directly managing the delivery of services but contributing to or want to understand the subject

This book delves into It Service Delivery Manager Resume Samples Jobhero. It Service Delivery Manager Resume Samples Jobhero is a vital topic that needs to be grasped by everyone, ranging from students and scholars to the general public. This book will furnish comprehensive and in-depth insights into It Service Delivery Manager Resume Samples Jobhero, encompassing both the fundamentals and more intricate discussions.

1. This book is structured into several chapters, namely:
 - Chapter 1: Introduction to It Service Delivery Manager Resume Samples Jobhero
 - Chapter 2: Essential Elements of It Service Delivery Manager Resume Samples Jobhero
 - Chapter 3: It Service Delivery Manager Resume Samples Jobhero in Everyday Life
 - Chapter 4: It Service Delivery Manager Resume Samples Jobhero in Specific Contexts
 - Chapter 5: Conclusion
 2. In chapter 1, the author will provide an overview of It Service Delivery Manager Resume Samples Jobhero. The first chapter will explore what It Service Delivery Manager Resume Samples Jobhero is, why It Service Delivery Manager Resume Samples Jobhero is vital, and how to effectively learn about It Service Delivery Manager Resume Samples Jobhero.
 3. In chapter 2, the author will delve into the foundational concepts of It Service Delivery Manager Resume Samples Jobhero. This chapter will elucidate the essential principles that need to be understood to grasp It Service Delivery Manager Resume Samples Jobhero in its entirety.
 4. In chapter 3, the author will examine the practical applications of It Service Delivery Manager Resume Samples Jobhero in daily life. This chapter will showcase real-world examples of how It Service Delivery Manager Resume Samples Jobhero can be effectively utilized in everyday scenarios.
 5. In chapter 4, the author will scrutinize the relevance of It Service Delivery Manager Resume Samples Jobhero in specific contexts. The fourth chapter will explore how It Service Delivery Manager Resume Samples Jobhero is applied in specialized fields, such as education, business, and technology.
 6. In chapter 5, the author will draw a conclusion about It Service Delivery Manager Resume Samples Jobhero. The final chapter will summarize the key points that have been discussed throughout the book.
- The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. It is highly recommended for anyone seeking to gain a comprehensive understanding of It Service Delivery Manager Resume Samples Jobhero.

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