EXPERIENCE SENIOR IT SERVICE DELIVERY MANAGER

Historytom, TX.

04/2015 - present.

- Drive a best in class IT support operating model leveraging Tyco's internal support team and outsourced IT service providers
- Lead new initiatives for outsourcing services to our providers from opportunity identification to knowledge transfer and performance measurement
- Manage our customer escalations and be Tyco's point person for all initial reports and updates back to the customer
- Provide executive level visibility to operational performance, incident and outage, resources assigned, project activity, service level and if necessary budgets/cost details
- Ensure data governance methodologies are adhered to within our regulated environment
- Lead and design transformational managed services programs across geographies and business units
- Leads, manages and monitors the successful delivery of managed services, managing the implementation process end-to-end including process standardization and knowledge management build out

IS / IT SERVICE DELIVERY MANAGER

Philadelphia, PA.

02/2011 - 01/2015

- · Manage and direct the activities of the TAS UK IS Department
- Develop TAS UK IS strategy
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Manage information technology and computer systems
- Manage annual budget and ensure cost effectiveness
- Audit systems and assess their outcomes

IT SERVICE DELIVERY MANAGER

Los Angeles, CA 04/2006 - 08/2010

- Manage and oversee all Service Delivery reports to an agreed schedule (or on request), including management and performance reports to IT Management
- Perform incident management process reviews to ensure efficient and effective workflow and to effect improvements in response time and resolution
- Manage and oversee Problem Management across all iHM Teams to drive performance excellence based on business defined priorities
- Management, development, and documentation of process and procedures for operational management
- Assist/drive the team in providing efficient 2nd level Support on all Identity & Access Management
- Lead development team(s) in Weehawken working on multiple projects to drive development.
- Perform service request process reviews to ensure efficient and effective workflow and to effect improvements in service quality and timely delivery

EIDERCATTIONS. HOWARD UNIVERSITY Bachelor's Degree in Business Information Systems

SKILLS Excellent grasp of working within global professional services context

- Excellent interpersonal and communication skills and ability to communicate at all levels
- Strong IT Knowledge and understanding of IT operational environment
- Excellent attention to detail
- Strong strategic planning experience with the ability to identify opportunities to better leverage. technology, automation and to strengthen business alignment
- Good working knowledge of Microsoft Office tools (Including MS Project and Visio)
- Detail and process-orientated and strong customer service skills
- Infrastructure or IT automation/monitoring background is highly desirable
- Thought leadership; solution-oriented, creative out-of-the-box thinking, ability to quickly adapt within a fast-paced environment
- Excellent communication and conversation skills (Verbal and Written)

<u>It Service Delivery Manager Resume Samples Jobhero</u>

Gerardus Blokdyk

It Service Delivery Manager Resume Samples Jobhero:

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 guestions 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

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