

TERRY VINCENT

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IT MANAGER ~ SERVICE DELIVERY ~ OPERATIONS

Network Administration

Lotus Notes, Novell Netware Administration, Windows NT Server Administration, HP OpenView Administration, HP Omniback Administration, Arcserve Backup, Microsoft SQL 2000, CheckPoint Firewalls

Seasoned IT manager, expert in driving mission-critical projects and effortlessly resolving gridlocks that impede optimum service delivery. Grounded in integrity and acknowledged for energy, resilience and resourcefulness, expertise has been honed in managing change, elevating team performances and sustaining robust, responsive systems and operations. Thrive in roles where quick thinking and a strategic eye for producing the best result are crucial for boosting performances and building relationships with vendors, management and staff.

Track record of progression.

Career roles include:

IT Services Manager, Senior ITC Administrator, Information Systems Manager, IS Support Supervisor, Desktop Support Analyst, Service Support Officer.

PROFESSIONAL EXPERIENCE

LEADERSHIP AND TECHNOLOGY PROFILE

ABC CORPORATION, Cleveland

9/2008–Present

IT Services Manager

Reported to: Chief Information Officer. **Direct Reports:** 7

Summary: Led IT support services to 475 stores and 150 internal corporate clients. Managed IT Service Desk operations and IT team and devised future strategies.

Embarked on rejuvenation strategy to elevate team morale, generate enthusiasm and confidence, and create a clear direction and vision. Produced operational guidelines that countered procrastination and injected a customer-first attitude while uniting the service desk as a team with a common purpose.

- **Efficiency and Quality Improvements:** Increased task closure rates from 431 a week in 2008, to 548 by 2010. Refocused team on quality and speed, and raised morale by providing incentives for goal achievement.
- **Backlog Reduction Improvements:** Within six weeks led IT team to reduce 200 outstanding tasks to a low of 84—a first for the IT department. As efficiency improved, the team scored an all-time-low of 43 outstanding tasks.
- **Customer Satisfaction Improvements:** Generated an increase in customer satisfaction rates from a low of 61% to a sustained 89%. Reversed sole technology focus and reinforced the importance of service delivery by outlining attitudinal expectations. Captured interest in restoring reputations by mapping 10 key operational elements and three pillars of success: Consistency, Attitude and Culture.
- **System Improvements:** Launched electronic change control that ensured all requests were recorded and tracked. With no system changes permitted without approval, security and stability improved.

“Terry is old school in many ways with that old school work ethic, loyalty and commitment but he also has a new-school attitude and focus towards our customers.”

—CIO ABC Corp

PROFESSIONAL EXPERIENCE

SCHWIMMER INDUSTRIES PTY LTD, Cleveland

7/2007–7/2008

Senior ITC Administrator

Reported to: ICT Manager. **Summary:** Operational management, strategic planning, IT purchasing expenditure control, team leadership, helpdesk system/process improvements, and KPI development.

- **Cultural Change:** Reversed culture of ad hoc requests, lost calls and lack of accountability. Drove team to complete 80% of all tasks and ensured accountability by making performance reports visible to all.
- **Strategic Planning:** Transformed haphazard communications and a multiple spreadsheet view of the business, into a formal, strategic IT plan.
- **Procurement Optimization:** Formalized processes surrounding the procurement of hardware. Investigated vendor options and engaged vendor to ship directly—a saving of up to 15%.



POWER INC., Cleveland

8/1998–6/2007

Information Systems Manager

(2003–2007)

Company: Leading renewable energy company. **Reported to:** Group Financial Officer. **Summary:** Operational management of the IS function, budget control, strategic planning, and project management and systems.

Participated in numerous high-profile projects including Windows and Lotus Notes upgrades and deployments, IS and SAN infrastructure enhancements and data communication implementations for large energy-based projects.

- **OHIO Data Communications.** Provided flawless, on-budget data communication services to five power plants throughout construction and operational phases.
- **Business Relocation.** Delivered on time and to budget, a four-month project from planning through logistics, to testing and go-live. Strategic planning paid dividends when the IT relocation was operational for the first day of occupancy within just two days. Overcame mission-critical damaged server by invoking a disaster recovery program and negotiating with the vendor to deliver replacement unit within 24 hours.

IS Support Supervisor

(2001–2003)

Supervised three first-level helpdesk analysts, prevented work backlogs and met targets for timely issue resolution. Role also included hardware procurement and equipment deployment.

Desktop Support Analyst

(1998–2001)

Provided first-level support to 250+ end users nationwide as well as on-call after-hours support, firewall functionality, security, system administration, backup support, data backup scheduling, and verification.

EDUCATION AND TRAINING

Prince2 Fundamentals and Practitioner, Mount Holyoke College

ITIL Foundation, IT Service Management, Version 3, Mount Holyoke College

Discussion

Terry Vincent's original résumé was saturated in technology and despite being in management for several years, he couldn't see past listing the numerous details surrounding day-to-day technical tasks. The key strategy of this document was to transform a menu-style list of projects and technologies into a more accessible framework so that decision makers could see that he was a person worthy of, and experienced in, a management role.

I explored the management side of projects with him, and instead of talking of servers and testing protocols, turned each project into something real that would resonate with business. Whether that would be projects being delivered on time and on budget, or digging deep to find the 'numbers' and how business benefited from the changes he made, the outcome was much more reader-friendly and allowed Terry to apply for leadership roles with greater confidence (and be considered for them).

I used a text box testimonial that showed the Chief Information Officer's support in Terry that provided an interesting focal point on page one, as well as a graph showing increases in help desk requests against efficiency, that also broke up the text on page 2.