
DILLARD & ASSOCIATES

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SENIOR INFORMATION TECHNOLOGY PROFESSIONAL

Help Desk/Service Desk Expert | Customer Care | Customer Relationship Management (CRM)

Highly motivated and experienced senior professional with a proven background in **global multimillion-dollar project management**. Expert in Help Desk/Service Desk operations, including performance metrics, operational procedures, industry best practices, work flow and even organizational designs. Possess 15 years of successful, progressive experience in software / system development, **offshore / onsite team management**, consulting, account development, and product development. Recognized as an effective, solution-oriented analyst who effectively **delivers seamless system conversions** for a **geographically diverse** range of clientele and industries, across North America, Europe, the Middle East and Asia. Regarded for the ability to drive processes and motivate cross-functional teams; work well under pressure to manage and meet multiple project deadlines. Additional strengths include:

- ✓ Global Technology Systems Development
- ✓ Reverse Engineering and Re-engineering
- ✓ Information Technology Operations
- ✓ Program / Project Management
- ✓ Onsite and Offshore Delivery Models
- ✓ Expense Analysis & Operations Control
- ✓ Employee Development & Mentoring
- ✓ High-Profile Management Presentations
- ✓ Problem Solving & Abstract Thought
- ✓ Continuous Process Improvement

PROFESSIONAL EXPERIENCE

COMPANY CONFIDENTIAL, US and Italy (2006-Present)

A privately held consultancy offering high-impact, interactive retreats that directly target your purpose.

President and Founder (www.XXXXX.com / www.XXXXXX.com)

Executive business strategist and founder of this emerging consultancy specializing in retreats and conferences for personal development and growth. Service offerings include specialized writers retreats and gastronomic and socio-cultural itineraries exploring the ancient sites and emerging cultures of Europe's thriving communities. Scope of responsibilities entail devising and executing an effective marketing campaign, on-boarding new clientele, facilitating one-on-one and group sessions as well as coordinating travel arrangements, lodging and attractions.

- **Capitalizing on strengths in customer service, business, writing and project management**, strategically design and facilitate innovative retreats focused on nurturing writers at all stages. Successfully launched numerous writing careers.
- **Driven by passion for others**, produces retreats featuring culture, travel, sociology and inspirational events designed to help people make their dreams come true, build morale and confidence.
- **Authored several business articles**, a children's book, a professional guide to finding work-life balance, press releases for a wide range of business and creative endeavors, while inspiring clients to realize their creative and professional dreams.

COMPANY CONFIDENTIAL, San Jose, CA (2001-2006)

Worldwide leader in networking that transforms how people connect, communicate and collaborate.

Senior Manager

Essential manager recruited to direct the Global IT service desk operations, strategy, and contact center development in conjunction with incorporating distinct programs that ensure attainment of peak performance.

- **Transitioned an underperforming, inefficient team** accustomed to operating in crisis mode with all the operational metrics failing into an "award winning", "best-in-class" business model. Initiated teambuilding strategies that positioned staff to exceed all operational goals, earning an award for operational excellence within one year.
- **Spearheaded the merging of shadow call centers and implementation of global operating models** totaling approximately \$2.1M in cost savings and overall operational efficiencies with universal operating models at each global location.

COMPANY CONFIDENTIAL, - CONTINUED

- **Championed the “Core vs. Context” strategic outsourcing** initiatives enabling employees to focus on more critical support roles within XXXX, and to take on a more complex workload. Implementation of the strategy significantly improved the problem resolution rate, which led to higher employee productivity and increased customer satisfaction.
- **Facilitated the opening and utilization of an offshore “virtual” contact center** in Beijing, China and Bangalore, India.
- **Conceptualized and introduced a virtual contact center organization** designed to gain “Economies of Scale”, thus allowing the Company to take on more workload without adding more headcount by using the technology available and by implementing common best practices in the global organizations.

COMPANY CONFIDENTIAL, Milpitas, CA (1999-2001)

Was a technology company composed of what was formerly AT&T Technologies, which included Western Electric and Bell Labs.

Managing Principal (2000-2001)

Originally hired as a Senior Manager and quickly promoted to Managing Principal charged with crafting the strategic organization and operational procedures within XXXXX’s new CyberCarrier solution. Handled international and domestic customer service IT support organizations and the building of international business relationships.

Senior Manager (1999-2000)

Brought on board by the organization to produce unique customer service strategies designed to ensure attainment of organization objectives and industry best practices.

- **Championed the reorganization of information services staff**, which led to a decrease in expenses and reduction in cycle time.
- **Served as key developer of technology staff**; rendered guidance, direction, and training aimed at enhancing performance.
- **Commenced capital and expense budget management** for greater accountability and budgetary discipline.

Prior Experience:

COMPANY CONFIDENTIAL, *Senior Program Manager*, Denver, CO

COMPANY CONFIDENTIAL, *Owner*, Studio City, CA

COMPANY CONFIDENTIAL - COMPANY CONFIDENTIAL, *Managing Consultant*, Beverly Hills, CA

COMPANY CONFIDENTIAL, *Data Center Coordinator*, Glendale, CA

EDUCATION & PROFESSIONAL DEVELOPMENT

Executive Entrepreneurship and Leadership MBA Program, Babson College at Wellesley, Wellesley, MA
Nuero Linguistic Programming (NLP) Master Practitioner Certification, David Green Organization
IT Leadership Development Intensive, Learning Communities, LLC, Orlando, FL
Technical Project Management Certification, American Management Association, Denver, CO
Certified Program Management - Project Management Institute Curriculum, Denver, CO

TECHNICAL SKILLS

Computer Skills: Excel, Word, PowerPoint.

PROFESSIONAL AFFILIATIONS

Volunteer for Habitat for Humanity ▪ Member of Women in Technology ▪ Founding sponsor of the Ziff-Davis Support Center Certification (SCP) programs ▪ Founding Member of the Help Desk Institute