Ray Mitchell

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IT OPERATIONS MANAGER

IT Service Management (ITSM) • IT Infrastructure Library (ITIL) • Project/Program Management

*"Successful automation of a company's business objectives requires sensible
IT processes, positive people, and reliable technology." – Ray Mitchell*

Customer-focused IT operations strategist with more than 12 years of experience enhancing operational efficiencies, developing solutions, increasing revenue, and directing major IT initiatives to support mission-critical business processes. Able to provide vision and leadership for key technology development. Strong ability to translate business needs into technological requirements. Self-motivated project manager, analytical problem solver, keen negotiator, and motivational team leader with extensive experience in:

- Problem Management
- Change Management
- Incident Management
- Capacity Management
- Operations Engineering
- Process Re-engineering
- Service Desk Implementation
- Information Life Cycle Management
- Internal Consulting Services
- Business Process Engineering
- Strategic Planning
- Infrastructure Development
- Quality Management
- Best Practices
- Key Performance Indicators

EXPERIENCE

SENIOR ENGINEER, Verizon Business, Colorado Springs, Colorado (2006 – present)
IT OPERATIONS SUPPORT MANAGER, MCI, Colorado Springs, Colorado (2003 – 2006)
Lead the teams providing the highest level of development-engineering support for the Next Generation Service Node (NGSN) Interactive Voice Response (IVR), Voice Portal, Intelligent Call Manager, Web-Based Directory Services, Internet Protocol Contact Center Convergence, Web Calling, Prepaid Services, and Host Connect platforms. Provide expertise and team management during platform outages/failures, serving as the escalation point for any engineering failures. Write post-mortem evaluations and make follow-up conference calls to explain outages, tailoring responses to the customer's needs. Coordinate change management operations on platforms with vendors and development, test, and lower-level support teams. Serve as a consultant on the isolation and resolution of outages and failures. Isolate problems with the Nuance open source voice recognition software for the Voice Portal and NGSN platforms. Hire, mentor, and evaluate the performance of eight senior and junior software engineers (five working remotely throughout the U.S.) and two systems analysts (located in India).

Key Accomplishments

- Ensured exceptional customer service for major financial institutions (Wells Fargo, CitiCorp) and federal government accounts (Social Security Administration, Medicare).
- Averaged a 99.96% successful answer rate on the NGSN platform, which receives from 15 million to 21 million calls per business day, exceeding the Service Level Agreement (SLA) goal of 99%.
- Managed the incident life cycle of trouble tickets with multiple support teams, ensuring that all priority one tickets were resolved according to the SLA.
- Provided level-of-effort estimates on the department's capital development projects. Increased capital expenditures of the support teams from 2% to 22% within three months, enabling the department to continuously exceed its capital target.
- Designed and documented incident management processes and identified areas of responsibility for the Web Calling product. Collaborated with multiple development groups, support organizations, and product management teams, resulting in a smooth process flow from the calling customers to the engineering/development teams. Ensured that all customer complaints were resolved within eight hours.

IT OPERATIONS / SUPPORT MANAGER, MCI, Portland, Oregon (2000 – 2003)
IT OPERATIONS MANAGER, MCI, Portland, Oregon (1999 – 2000)
Recruited away from Mitsubishi to direct IT operations and support departments for Prepaid Services, including change management, incident management, system architecture, monitoring, reporting, and documentation. Directed projects to continually improve performance, utilization, and availability of systems used to automate Prepaid and Cellular business processes. Set the technology direction for the automation of business processes. Accountable for strategic planning and leadership of system administrators, network engineers, developers, and application support personnel. Implemented and maintained the production turnover process and software applications for production systems. Created reports and metrics to measure the IT organization's performance against service-level agreements. Managed seven direct reports and thirty indirect reports, project planning, and data centers located in Oregon, New York, and Arizona while traveling 75% of the time. Developed and controlled the operations and support budgets for the Prepaid and Cellular divisions.

Key Accomplishments

- Directed the development and implementation of test efforts, assembling teams of experts to resolve problems. Created a problem management system for ongoing defects.
- Increased mean time between failures from daily outages to only one major outage in four years.
- Directed the creation of a cellular division service desk for internal customers to address billing, provisioning, and similar issues.
- Set up a change management database to track and configure all assets and users.
- Created an incident management system that tracked all problems from the first call.

EXPERIENCE

MCI (continued)
- Generated buy-in from senior management for continuous improvement / cost-saving initiatives and automation projects to improve service availability, performance, and end user experiences.
- Engineered a warehouse automation project, which included the installation of a new wireless picking system using Symbol bar code scanning and Clipper Ship stations. Reduced warehouse head count 66% and decreased shipping errors 99.9%. Fully automated a previously manual process.
- Deployed the company's first direct-to-consumer website, resulting in a 10% increase in revenue and improved product brand recognition that established the company's presence on the Internet.
- Formulated and implemented a manpower reduction plan to reallocate contractor responsibilities to underutilized resources. This resulted in a 54% annual reduction in labor expenses and a 32% reduction in staffing.
- Evaluated support agreements for critical hardware and moved them under the corporation's support contracts, which reduced the ultimate cost of support 20% and increased the level of vendor support.
- Wrote and implemented processes to manage incidents and changes within the computing infrastructure. This action was key to an 84% reduction in the number of unscheduled outages over a 12-month period and improved the department's mean-time-between-failure matrix to a record high of 96 consecutive days without an unscheduled production outage.
- Directed the implementation of HP Open View's monitoring and notification applications—Vantage Point Operations, Big Brother, and What's Up Gold. Spearheaded efforts to move from a purely reactionary, fire-fighting mode to a more centralized, proactive support stance while staying within the established budget and schedule.

INFORMATION TECHNOLOGIES MANAGER
Mitsubishi Silicon America, Salem, Oregon (1996 – 1999)
Simultaneously managed the day-to-day operations of the company's service support, network, and telecommunications departments. Reported directly to the CIO. Served as the first point of escalation for all production-related incidents. Accountable for the associated capital and expense budgets of each department ($500,000). Managed an outsourcing team of 15 system and database administrators, service support desk operators, and IT/telecom technicians on the SMS contract.

Key Accomplishments
- Established the company's first IT service support desk for internal customers. Developed and implemented incident management procedures, which established a single point of contact for the company's 1,500 employees worldwide and significantly improved the level of service to those users.
- Performed as server and network project manager on the SAP conversion team. Negotiated the initial purchase of more than $750,000 of equipment, services, and support contracts. Managed the implementation of the computing infrastructure for the development, testing, and production environments.
- Engineered and managed the project that replaced the company's entire voice network and integrated the Audix voice-mail system with the corporate MS Exchange email system.
- Developed, implemented, and documented a change management process for a heterogenous computer environment running Windows NT, UNIX, and Linux.
- Consistently completed all projects within established budgets and deadlines.

EDUCATION

UNDERGRADUATE COLLEGE STUDIES
Mt. Hood Community College, Gresham, Oregon (2002 – 2003)—Business
Chemeketa Community College, Salem, Oregon (1995 – 1996)—Computer Science
Portland Community College, Portland, Oregon (1992 – 1994)—Liberal Arts
Mississippi Community College, Blytheville, Arkansas (1990 – 1991)—Liberal Arts
Community College of the Air Force, Maxwell AFB, Alabama (1984 – 1986)—Electronics

PROFESSIONAL DEVELOPMENT

Verizon Business Training (Computer)
- ITIL—The Service Desk and Service Management (2007)
- ITIL—Configuration and Release Management (2007)
- ITIL—Problem and Change Management (2007)
- ITIL—Service Level and Capacity Management (2007)
- ITSM Fundamentals (2001)
- Open View Network Node Manager Fundamentals (1998)
- UNIX Systems Basic (1998)

TECHNICAL EXPERTISE

Applications: MS Word, Excel, PowerPoint, Outlook, FrontPage, Exchange, Internet Explorer, Adobe Photoshop, Netscape, AutoCAD, Visio, Code Charge, Lawson, SAP, Clipper Ship, Tivoli, Bendata Heat Help Desk

Operating Environments: Windows 95/98/NT/2000/XP, Linux, UNIX, HP-UX Cluster, Compaq True 64, IBM AIX, PCs, midrange systems, and mainframes

Databases: Oracle, Oracle Parallel Server, Btrieve, Microsoft SQL, MS Access

Networks: TCP/IP, IPX, RS-232, ISDN, X.25, Cisco, Hewlett-Packard, Cabletron Spectrum, HP Open View, What's Up Gold, Windows, Citrix, Novell, Computer Associates Sniffer, Symbol Wireless, servers, routers, switches, hubs, fiber optics, T-1

Telecommunications: Lucent Audix voice mail, Lucent Definity PBX