

Marcus Silva

IT Operations Manager

IT operations manager with 14 years of experience maintaining business-critical systems and optimizing IT workflows. Expertise in systems integration, ticketing platforms, and cross-departmental process design. Known for reducing downtime and improving internal service delivery.

CONTACT



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Portfolio



Newark, NJ 07102

EDUCATION

Bachelor of Science (B.S.) in
Information Technology
Rutgers University, New Brunswick, NJ
May 2010

PROFESSIONAL EXPERIENCE

IT Operations Manager | Northwell Global, Newark, NJ
August 2016 – Present

- Reduced incident resolution times by 47% by reconfiguring ticket prioritization rules and implementing self-service knowledge base
- Consolidated infrastructure monitoring tools, eliminating 180,000 in redundant software costs
- Managed 24/7 operations support for four global offices and over 3,200 employees
- Led service desk modernization project, increasing first-call resolution rate from 56% to 88% in one year

Systems Administrator | BrightEdge Logistics, Jersey City, NJ
May 2010 – July 2016

- Monitored and maintained hybrid cloud infrastructure, achieving 99.96% system uptime in 2015
- Supported network upgrades across 12 regional offices, reducing latency issues by 35%
- Developed asset tracking system that improved audit accuracy by 93%