

KL

Kendra Lee

IT service delivery manager with 10 years of experience improving SLA performance and scaling support services. Focused on customer satisfaction, team training, and incident response optimization for global IT environments.

CONTACT



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Portfolio



Portland, OR 97201

PROFESSIONAL EXPERIENCE

IT SERVICE DELIVERY MANAGER | ORCHID SYSTEMS, PORTLAND, OR
APRIL 2018 – PRESENT

- Oversaw service delivery across three regions and 5,000 users, achieving 97% SLA compliance in 2023
- Led initiative to improve Tier 1 support triaging, reducing escalations by 48% within 12 months
- Increased service satisfaction scores from 3.6 to 4.8 by implementing technician coaching program
- Streamlined onboarding workflows, reducing new employee tech setup time from four days to 1.5 days

IT SUPPORT LEAD | PIONEERWARE, EUGENE, OR
AUGUST 2015 – MARCH 2018

- Managed help desk during company-wide software migration, maintaining 98% uptime and zero critical outages
- Reduced average ticket resolution time by 41% through new queue management protocols
- Created internal FAQ hub that cut repeat tickets by 22% in first six months

EDUCATION

- Bachelor of Science (B.S.) in Information Technology Support, Portland State University, Portland, OR | May 2015