

Christopher Taylor

Help Desk

Service desk lead with 11 years across help desk, desktop engineering, and IT operations. Built and managed three-tier support teams supporting up to 4,500 users, with focus on SLA performance, automation, and analyst development.

CONTACT INFORMATION



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EDUCATION

B.S. Information Technology,
Central Washington University,
2013

ITIL 4 Managing Professional (MP),
2022

HDI Support Center Manager
Certification, 2021

CompTIA Security+, renewed 2023

KEY SKILLS

- ServiceNow ITSM administration and reporting
- Tiered support model design and SLA governance
- Microsoft 365 and Entra ID administration
- Incident, problem, and change management
- Knowledge-centered service (KCS) practices
- Endpoint management with Intune and SCCM
- CrowdStrike, Mimecast, and Okta operations
- Vendor management and contract negotiation
- Analyst coaching and performance management
- PowerShell scripting and workflow automation

PROFESSIONAL EXPERIENCE

Service Desk Manager | Northbluff Logistics Group, Bellevue, WA 2021 – Present

- Manage a 14-analyst service desk covering 4,500 users across 22 distribution sites, 24/5 with weekend on-call rotation.
- Rebuilt the tiered support model and SLA matrix, lifting first-contact resolution from 61% to 84% over 18 months.
- Own the ServiceNow ITSM instance: incident, request, problem, and knowledge modules, plus the integration to Workday for joiners and leavers.
- Run quarterly business reviews with site directors covering ticket trends, satisfaction scores, and upcoming rollout impacts.
- Coach two senior analysts who were promoted into desktop engineering and cloud ops roles in the past year.

Lead Service Desk Analyst | Kettleridge Financial Advisors, Tacoma, WA 2018 – 2021

- Led a team of 7 analysts supporting 1,800 advisors and back-office staff during a full Microsoft 365 migration.
- Built the migration runbook and cutover schedule that moved 1,800 mailboxes over six weekends with no business-day outages.
- Stood up a problem management process that closed 41 recurring incidents in the first year.
- Negotiated the CrowdStrike and Mimecast renewal bundle, trimming the annual security tooling spend by \$87,000.
- Reported weekly metrics to the CIO covering SLA, CSAT, and analyst utilization.

Senior Help Desk Analyst | Marsh & Plover Healthcare, Spokane, WA 2015 – 2018

- Senior point of escalation for a 9-person help desk supporting clinical and administrative staff at 14 clinics.
- Led the rollout of MFA to 2,200 users, including training sessions, knowledge content, and a 30-day pilot.
- Owned the Epic access request workflow and partnered with the EHR team on role-based provisioning.
- Reduced average handle time on clinical password resets from 14 minutes to 4 by deploying a self-service portal.
- Trained 6 new hires across three years; four are still in senior or lead roles on the team.

Help Desk Technician | Pinecrest School District, Yakima, WA 2013 – 2015

- Supported 1,100 staff and 9,000 students across 16 campuses on a mixed Chromebook and Windows fleet.

- Active Directory and Group Policy administration
- Metrics reporting: SLA, CSAT, FCR, and utilization

- Imaged and deployed about 600 devices per summer for the back-to-school refresh.
- Maintained the district's print server and helped roll out a new pull-print system that cut paper waste roughly in half.
- On-call rotation for school start mornings, covering classroom AV, network, and login issues.