## Infrastructure Operations Service Desk Lead Staff Qualifications

| **INFRASTRUCTURE OPERATIONS SERVICE DESK LEAD** | | | | | | |
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| **PART 1 – RÉSUMÉ** | | | | | | |
| **Contractor** | **Kyndryl** | | | | | |
| Candidate Name | **Brian Molik** | | | | | |
| Position in the Company | **EUC Tower Lead – Pitney Bowes** | | | Length of Time in Position | | 1.5 years |
| Project Position & Responsibilities | End User Computing Tower lead for…   * Service Desk * Deskside Support * Remote Support * Citrix/VDI * Email/O365 * Software Distribution & Vulnerability Mitigation | | | | | |
| Skills & Qualifications for Project Position | **Skills:** I have increased my overall knowledge of global EUC including all of the EUC space as well as working closely with account leadership on cost reductions, Resource Unit reporting & managing relationships with senior IT client mgmt. I regularly interface with vendor mgmt, globally, increasing my knowledge & understanding of  different cultures. I have also effectively created numerous RFS for vendors, and the prep, gathering info & presenting NBIEs to the client.  **Innovation:** My team & I have been engaged with the client on self-heal scriplets (Spring 2023), implementation of Basic Five9 features (status msg, PIQ & callback functionality) in Jan 2023, active member of the DEM proof of concept team (POC went live March 2023) effective use of Power BI dashboards to better manage my service levels, ticket counts, etc. EUC teams regularly review & adjust our use of STAAR/VESA to ensure the most accurate ticket queue automation.  **Client Success:** Our EUC team has been engaged with client initiatives to drive successful outcomes, including support of new Company Portal, migration of JAMF to Intune, preliminary work on PCaaS, providing effective language support at the service desk (English, French, German) and supporting a global Genesys call-center  related laptop upgrade for 400+ end users. The use of AutoPilot went live globally in  April 2022, shaving off hundreds of hours of manual laptop configuration time per month. | | | | | |
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| **Contractor** | **IBM / Kyndryl** | | | | | |
| Position in the Company | **First Line Manager - Service Desk**   * Port Authority of NY & NJ (PANYNJ) * Anthem Health Care * State of New York | | | Length of Time in Position | | 5.5 years |
| Project Position & Responsibilities | Onsite leader at the IBM (now Kyndryl) Innovation Center for 7x24 service desk operations with multiple service desks. Involved with starting up all 3 operations with transition teams. Developed leadership teams locally, regularly working with IBM and multi-vendor agents. Managed local & remote resources effectively to meet client demands and SLAs.  • Experienced with service desk stabilization planning & execution on multiple client accounts  • Leader of 2 fully work-remote service desks, with 100+ agents since Covid-19 lockdown in 3/2020.  • Gained IBM sales & product experience as service desk representative for Moog Service Desk orals  • Currently operating as Learning & Knowledge Focal, Morale Owner, Staffing Focal and Training Squad representative for extended Service Desk team.  • Highly experienced working in a multi-vendor, multi-client, global service desk environment  • Passionate about employee career growth, engagement, coaching & mentoring personnel to earn promotions, certifications, and college degrees.  • Driver of Process Improvement & Automation on multiple service desk teams, including Watson Chat, Call Back Assist, ServiceNow and fixlets/scriptlets for agent task automation. | | | | | |
| Skills & Qualifications for Project Position | * Pattern of successful planning, transition, implementation & go-live with 3 different Service Desks over 5 years. * Leadership & team building skills as each service desk maturity & go-live overlapped. * Working with global teams, vendors, vendor managers * 5 years of working with 2 State government related accounts & one publicly traded company, each driving different needs, requirements and constraints. | | | | | |
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| **Contractor** | **HSBC Bank** | | | | | |
| Position in the Company | **Manager - Quality Team** | | | Length of Time in Position | | 2 years |
| Project Position & Responsibilities | Led North, Central & South American locations to improve employee experience with technical support services. Managed 6 analysts as part of a diverse, global quality team with cross-team project responsibilities and daily collaboration to identify & drive improvements. Effectively worked with teams from USA, Hong Kong, Europe, Canada, Bermuda, Brazil, Mexico & Argentina daily via video conferencing. Gained experience with customer perception surveys, employee feedback, dashboards, adhoc reporting.   * Led team to effectively remediate dissatisfied customer perception survey responses and complaint escalations from Europe & USA. * Drove a 'do more with less' strategy with global service desk operations to guide employees to self-service including self-ticketing, ServiceNow ticket & request status, live chat support and solution bank. * As part of global team, involved with issuance of 980,000 customer perception surveys (1st 3Q of 2015) and 123,000 responses. (12.5% response rate). * Embraced various cultures to ensure progress and actions, resulting in an overall 4.3% improvement in customer perception survey score over 2014 baseline, across all the Americas. | | | | | |
| Skills & Qualifications for Project Position | * Leadership & team building skills across numerous countries, cultures & time zones. * Working with global teams, vendors, vendor managers * Communicate with & understand priorities of the Diverse collection of end users globally | | | | | |
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| **Contractor** | **HSBC Bank** | | | | | |
| Position in the Company | **Manager - Client Services** | | | Length of Time in Position | | 2 years |
| Project Position & Responsibilities | * Led 9 senior technicians to provide complex 2nd level technical support on complex escalations, specialized services for IT teams and critical application/password support for 3rd party merchants. Gained experience with ticketing system migration, SharePoint development, pilot implementation of self-help solution bank. * Eliminated redundant processes and obsolete measurements by preparing/submitting monthly senior management reporting pack. * Assisted with the specific technical support & service desk migration to Capital One. * Reduced overtime expenses by optimizing the centralized client services Level 2 technical support to maximize speed & quality of service. | | | | | |
| Skills & Qualifications for Project Position | * Leadership, employee career development & team building skills * Supporting 3rd party merchant personnel & incident management for critical, financial systems. * Operate with senior mgmt form various IT areas on a daily basis | | | | | |
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| **Contractor** | **HSBC Bank** | | | | | |
| Position in the Company | **Manager - IT Service Desk** | | | Length of Time in Position | | 8 years |
| Project Position & Responsibilities | * Led 50 service desk technicians across 5 locations to perform 7x24x365 technical support to employees and external vendors. * Interacted with Level 1 teams in Kolkata & Hyderabad, India. Gained experience with service desk voice technologies and global problem resolution. * Provided support for system outages, system recovery, working with Incident Management teams and IT management to minimize downtime. * Reduced calls to the service desk by 5% annually, by driving the implementation of the 1st self-service ticketing solution for employees, exploiting existing web, Domino & MQ software. * Improved communication by taking onsite visit to India in March 2005. * Effectively prioritized complex escalations from business and IT customers. * Supported merge of service desk and support cultures from Household & HSBC into a single, streamlined operation including ticketing system migration, single point of contact | | | | | |
| Skills & Qualifications for Project Position | * Leadership, employee career development & team building skills * Global, 7x24 operations leadership, delegation for scheduling agents * Lead team leads & agents through different support cultures & processes | | | | | |
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| **Education (add rows as needed)** | | | | | | |
| **Years** | **Course of Study** | **School** | | | | |
| 08/1989-05/1992 | B.S, Mgmt Info Systems | University at Buffalo School of Management | | | | |
| 08/1985-05/1987 | A.A.S, Ophthalmic Dispensing | Erie Community College | | | | |
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| **Professional Certifications or Designations (add rows as needed)** | | | | | | |
| Certification or Designation | | | Organization | | Dates | |
| IBM Manager’s Choice Award | | | IBM | | Oct 2019 | |
| IBM Eminence and Excellence Award | | | IBM | | Aug 2018 | |
| IBM Enterprise Design Thinking Practitioner Badge | | | IBM | | May 2017 | |
| IBM Agile Explorer Badge | | | IBM | | Oct 2017 | |
| IBM Manager’s Choice Award | | | IBM | | Dec 2016 | |
| ITIL Foundations Certification - Credential ID 02349607-01-L3WD | | | Axelos | | June 2016 | |
| Award Nominee for Problem Solving, HSBC Leadership Conference | | | HSBC | | May 2004 | |

| **PART 2 – INFRASTRUCTURE OPERATIONS SERVICE DESK LEAD MINIMUM QUALIFICATIONS TABLE** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- |
| Minimum Qualification I-S27 | A minimum of two (2) years of experience within the past five (5) years working in a service desk/  help desk. | | | | | |
| **Project #1** | | | | **Contact #1** | | |
| *Company Name: IBM / Kyndryl* | | | | *Contact Name: Novelett Roberts* | | |
| *Project Name: Port Authority of NY & NJ (PANYNJ)* | | | | *Company Name: Port Authority of NY & NJ (PANYNJ)* | | |
| *Time Period: (Mar 1, 2020 – Dec 31, 2022)* | | | | *Phone Number: 201-395-3304* | | |
| *Percentage of Time: 70%* | | | | *Email: nroberts@panynj.gov* | | |
| *Staff Role: First Line Manager – Service Desk* | | | | | | |
| *Description of relevant experience:* *Onsite leader at the IBM Innovation Center for 7x24 service desk operations with multiple service desks. Involved with starting up all 3 operations with transition teams. Developed leadership teams locally, regularly working with IBM and multi-vendor agents. Managed local & remote resources effectively to meet client demands and SLAs.*  *• Experienced with service desk stabilization planning & execution on multiple client accounts*  *• Leader of 2 fully work-remote service desks, with 100+ agents since Covid-19 lockdown in 3/2020.* | | | | | | |
| **Project #2** | | | | **Contact #2** | | |
| *Company Name: IBM* | | | | *Contact Name: Todd Lester* | | |
| *Project Name: Anthem Health Care Service Desk* | | | | *Company Name: Anthem Health Care* | | |
| *Time Period: Oct 1, 2017 – June 30, 2020* | | | | *Phone Number: 804-492-4089* | | |
| *Percentage of Time: 30%* | | | | *Email:* *todd.lester@elevancehealth.com* | | |
| *Staff Role: First Line Manager – Service Desk* | | | | | | |
| *Description of relevant experience:* *Onsite leader at the IBM (now Kyndryl) Innovation Center for 7x24 service desk operations with multiple service desks. Involved with starting up all 3 operations with transition teams. Developed leadership teams locally, regularly working with IBM and multi-vendor agents. Managed local & remote resources effectively to meet client demands and SLAs.*  *• Experienced with service desk stabilization planning & execution on multiple client accounts*  *• Leader of 2 fully work-remote service desks, with 100+ agents since Covid-19 lockdown in 3/2020.*  *• Gained IBM sales & product experience as service desk representative for Moog Service Desk orals*  *• Currently operating as Learning & Knowledge Focal, Morale Owner, Staffing Focal and Training Squad representative for extended Service Desk team.*  *• Highly experienced working in a multi-vendor, multi-client, global service desk environment*  *• Passionate about employee career growth, engagement, coaching & mentoring personnel to earn promotions, certifications, and college degrees.*  *• Driver of Process Improvement & Automation on multiple service desk teams, including Watson Chat, Call Back Assist, ServiceNow and fixlets/scriptlets for agent task automation.* | | | | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | | ***5.5 years*** | | | |
| Minimum Qualification I-S28 | A minimum of two (2) years of experience within the past five (5) years working in a help desk environment serving over 2,500 end users. | | | | | |
| **Project #1** | | | **Contact #1** | | | |
| *Company Name: IBM / Kyndryl* | | | *Contact Name: Novelett Roberts* | | | |
| *Project Name: Port Authority of NY & NJ (PANYNJ)* | | | *Company Name: Port Authority of NY & NJ (PANYNJ)* | | | |
| *Time Period: (Mar 1, 2020 – Dec 31, 2022)* | | | *Phone Number: 201-395-3304* | | | |
| *Percentage of Time: 70%* | | | *Email: nroberts@panynj.gov* | | | |
| *Staff Role: First Line Manager – Service Desk* | | | | | | |
| *Description of relevant experience:* *Onsite leader at the IBM Innovation Center for 7x24 service desk operations with multiple service desks. Involved with starting up all 3 operations with transition teams. Developed leadership teams locally, regularly working with IBM and multi-vendor agents. Managed local & remote resources effectively to meet client demands and SLAs.*  *• Experienced with service desk stabilization planning & execution on multiple client accounts*  *• Leader of 2 fully work-remote service desks, with 100+ agents since Covid-19 lockdown in 3/2020.* | | | | | | |
| **Project #2** | | | **Contact #2** | | | |
| *Company Name: IBM* | | | *Contact Name: Todd Lester* | | | |
| *Project Name: Anthem Health Care Service Desk* | | | *Company Name: Anthem Health Care* | | | |
| *Time Period: Aug 1, 2017 – Aug 31, 2020* | | | *Phone Number: 804-492-4089* | | | |
| *Percentage of Time: 30%* | | | *Email:* *todd.lester@elevancehealth.com* | | | |
| *Staff Role: First Line Manager – Service Desk* | | | | | | |
| *Description of relevant experience:* *Onsite leader at the IBM (now Kyndryl) Innovation Center for 7x24 service desk operations with multiple service desks. Involved with starting up all 3 operations with transition teams. Developed leadership teams locally, regularly working with IBM and multi-vendor agents. Managed local & remote resources effectively to meet client demands and SLAs.*  *• Experienced with service desk stabilization planning & execution on multiple client accounts*  *• Leader of 2 fully work-remote service desks, with 100+ agents since Covid-19 lockdown in 3/2020.*  *• Gained IBM sales & product experience as service desk representative for Moog Service Desk orals*  *• Currently operating as Learning & Knowledge Focal, Morale Owner, Staffing Focal and Training Squad representative for extended Service Desk team.*  *• Highly experienced working in a multi-vendor, multi-client, global service desk environment*  *• Passionate about employee career growth, engagement, coaching & mentoring personnel to earn promotions, certifications, and college degrees.*  *• Driver of Process Improvement & Automation on multiple service desk teams, including Watson Chat, Call Back Assist, ServiceNow and fixlets/scriptlets for agent task automation.* | | | | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | | ***5.5 years*** | | | |
| Minimum Qualification I-S29 | A minimum of two (2) years of experience within the past five (5) years with the ServiceNow platform and tools. | | | | | |
| **Project #1** | | | **Contact #1** | | | |
| *Company Name: IBM / Kyndryl* | | | *Contact Name: Novelett Roberts* | | | |
| *Project Name: Port Authority of NY & NJ (PANYNJ)* | | | *Company Name: Port Authority of NY & NJ (PANYNJ)* | | | |
| *Time Period: (Mar 1, 2020 – Dec 31, 2022)* | | | *Phone Number: 201-395-3304* | | | |
| *Percentage of Time: 70%* | | | *Email: nroberts@panynj.gov* | | | |
| *Staff Role: First Line Manager – Service Desk* | | | | | | |
| *Description of relevant experience:* *Onsite leader at the IBM Innovation Center for 7x24 service desk operations with multiple service desks. Involved with starting up all 3 operations with transition teams. Developed leadership teams locally, regularly working with IBM and multi-vendor agents. Managed local & remote resources effectively to meet client demands and SLAs.*  *• Experienced with service desk stabilization planning & execution on multiple client accounts*  *• Leader of 2 fully work-remote service desks, with 100+ agents since Covid-19 lockdown in 3/2020.* | | | | | | |
| **Project #2** | | | **Contact #2** | | | |
| *Company Name: IBM* | | | *Contact Name: Todd Lester* | | | |
| *Project Name: Anthem Health Care Service Desk* | | | *Company Name: Anthem Health Care* | | | |
| *Time Period: Aug 1, 2017 – Aug 31, 2020* | | | *Phone Number: 804-492-4089* | | | |
| *Percentage of Time: 30%* | | | *Email:* *todd.lester@elevancehealth.com* | | | |
| *Staff Role: First Line Manager – Service Desk* | | | | | | |
| *Description of relevant experience:* *Onsite leader at the IBM (now Kyndryl) Innovation Center for 7x24 service desk operations with multiple service desks. Involved with starting up all 3 operations with transition teams. Developed leadership teams locally, regularly working with IBM and multi-vendor agents. Managed local & remote resources effectively to meet client demands and SLAs.*  *• Experienced with service desk stabilization planning & execution on multiple client accounts*  *• Leader of 2 fully work-remote service desks, with 100+ agents since Covid-19 lockdown in 3/2020.*  *• Gained IBM sales & product experience as service desk representative for Moog Service Desk orals*  *• Currently operating as Learning & Knowledge Focal, Morale Owner, Staffing Focal and Training Squad representative for extended Service Desk team.*  *• Highly experienced working in a multi-vendor, multi-client, global service desk environment*  *• Passionate about employee career growth, engagement, coaching & mentoring personnel to earn promotions, certifications, and college degrees.*  *• Driver of Process Improvement & Automation on multiple service desk teams, including Watson Chat, Call Back Assist, ServiceNow and fixlets/scriptlets for agent task automation.* | | | | | | |
| ***Total Duration of all Projects cited to meet the MQ:*** | | | ***5.5 years*** | | | |
| Minimum Qualification I-S30 | Hold and maintain for the duration of the contract an ITIL certification. | | | | | |
| Certification / Degree Title | Certification Number | Original Grant Date | | | Expiration Date | Online Validation Link; if not available, attach a copy to the offer |
| ITIL Foundations | Credential ID 02349607-01-L3WD | June 2016 | | | N/A |  |

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| **PART 3 – INFRASTRUCTURE OPERATIONS SERVICE DESK LEAD MINIMUM QUALIFICATIONS SUMMARY TABLE** | | | | | | | | | | |
| Minimum Qualification I-S27 | A minimum of two (2) years of experience within the past five (5) years working in a service desk/help desk. | | | | | | | | | |
| Project | | | Start Date | | End Date | | Percentage of Time | | Duration in Months | Evaluator Score |
| *Port Authority of NY & NJ (PANYNJ)* | | | *Mar 1, 2020* | | *Dec 31, 2022* | | 70% | | 34 |  |
| *Anthem Health Care Service Desk* | | | *Aug 1, 2017* | | *Aug 31, 2020* | | 30% | | 36 |  |
| Totals | | | | | | | | | 70 |  |
| Minimum Qualification I-S28 | A minimum of two (2) years of experience within the past five (5) years working in a help desk environment serving over 2,500 end users. | | | | | | | | | |
| Project | | | Start Date | | End Date | | Percentage of Time | | Duration in Months | Evaluator Score |
| *Port Authority of NY & NJ (PANYNJ)* | | | *Mar 1, 2020* | | *Dec 31, 2022* | | 70% | | 34 |  |
| *Anthem Health Care Service Desk* | | | *Aug 1, 2017* | | *Aug 31, 2020* | | 30% | | 36 |  |
| Total Months | | | | | | | | | 70 |  |
| Minimum Qualification I-S29 | | A minimum of two (2) years of experience within the past five (5) years with the ServiceNow platform and tools. | | | | | | | | |
| Project | | | Start Date | | End Date | | Percentage of Time | | Duration in Months | Evaluator Score |
| *Port Authority of NY & NJ (PANYNJ)* | | | *Mar 1, 2020* | | *Dec 31, 2022* | | 70% | | 34 |  |
| *Anthem Health Care Service Desk* | | | *Aug 1, 2017* | | *Aug 31, 2020* | | 30% | | 36 |  |
| Totals | | | | | | | | | 70 |  |
| Minimum Qualification I-S30 | Hold and maintain for the duration of the contract an ITIL certification. | | | | | | | | | |
| Staff | Certification/Degree Title | | | Certification Number | | Original Grant Date | | Expiration Date | Online Validation Link, if not available attach a copy to the offer | Pass/Fail |
| Brian Molik | ITIL Foundations | | | Credential ID 02349607-01-L3WD | | June 2016 | | N/A |  |  |
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