SERVICE DESK TEAM LEADER RESUME

Career Objective:

To obtain a Service Desk Team Leader position in which my abilities, Service Desk Team Leader skills and experience can benefit growing company.

Summary of Qualifications:

- Huge experiencein managing operation of the IT department Service Desk
- Outstanding knowledge of Service Desk call management systems
- Deep knowledgeof Service Desk call management software (ideally ICCM)
- Proficient with Windows Server 2003, Exchange 2003, Citrix and Active Directory, Windows XP and Office 2003
- Good troubleshooting, leadership, management and motivational skills
- Remarkable ability tomulti-task and react to a variety of situations at one time

Work Experience:

Service Desk Team Leader, August 2005 – Present
Acxiom Corporation, Fayetteville, AR

- Managed allocation of resources within the team, provided guidance support and performance management to team members.
- Assigned work to team members to ensure timely and effective response to user needs.
- Developed and lead a culture of quality, consistency, continuous improvement and teamwork.
- Monitored Service Desk operations and escalated tickets to ensure client's problems are handled as expeditiously as possible.
- Provided management reports on Service Desk operations.
- Improved customer relations and technical support.
- Trained Service Desk analysts on operational procedures and troubleshooting techniques.
- Followed-up on support issues with customers to ensure that problems are resolved and customer service is improved.

Service Desk Team Leader, May 2000 – July 2005
ITT Corporation, Fayetteville, AR

- Empowered team members to take on new challenges.
- Performed tasks essential to the proper functioning of the department including, ordering, hiring & staffing, scheduling and managing payroll.
- Assisted customers and employees throughout the store.
- Maintained open lines of communication and ensured the most efficient operations for the department and store.
- Provided training on new hardware and software applications.
- Overseen Service Desk problems and resolutions to determine trouble trends and problem support areas and to ensure support procedures are being followed.

Education:

Bachelor's Degree In Computer Science, Mount Marty College, Yankton, SD

Build your Resume Now