

MIKE ICONIS

404.925.7294 | mike@iconis.com | www.linkedin.com/in/miconis

EXECUTIVE SUMMARY

- Results-driven IT Manager with 20+ years of experience, including 10+ years focused on leading high-performing global teams of 30+ support specialists delivering Enterprise end-user support
- History of building and leading teams with a focus on collaboration, inclusion, effectiveness and mentorship
- Experience managing office and data center consolidations resulting in nearly \$1M in savings
- Extensive M&A experience including systems integrations, consolidation and IT due diligence activities
- Took over the management of the Professional Services team and improved throughput by nearly 30% by implementing project management software to streamline resource management

EDUCATION

Georgia Institute of Technology | Atlanta, GA

B.S. in Management - Information Technology Management

EXPERIENCE

Vinebrook Technology | Burlington, MA (Remote)

Managed Services Provider delivering Professional Services, Outsourced Service Desk, and Staff Augmentation services (40+ Employees)

Director of Client Solutions

September 2022 – July 2023

- Supervised and mentored a team of 30+ customer support professionals and team leads responsible for the support of over 4,000 end-users across a dozen large, Enterprise customers
- Led projects from planning to completion with a focus on budget adherence, delivery of quality services and customer satisfaction
- Took over the management of the Professional Services team and improved throughput by nearly 30% by implementing project management software to streamline resource management
- Oversaw account management duties, including metrics analysis, weekly customer syncs with presentation, incident management and primary point of contact for stakeholders
- Consolidated disparate knowledge and SOP repositories into a single instance of Confluence to decrease response times and increase the effectiveness of the service desk team, ensuring SLAs were met
- Increased customer satisfaction ratings by 15% in 6 months through the implementation of streamlined customer support playbook including escalation path efficiencies
- Documented and implemented new hire onboarding and termed employee off-boarding policies and procedures to ensure smooth transitions of staff and a 50% reduction in onboarding times
- Ensured the service desk team was proficient on all ITSM tools utilized by our client base, including ServiceNow, Jira, Freshservice, Atera, ManageEngine and SolarWinds

VIQ Solutions, Inc. | Toronto, ON (Remote)

Global provider of secure AI-powered voice and video capture alongside a powerful SaaS suite used to manage digital content in the most rigid security environments including legal, insurance, government, and corporate finance (500+ Employees)

Global IT Director

February 2020 – September 2022

- Managed a global technical support team of ~20 technicians distributed across the United States, Canada, UK and Australia, fostering an environment of collaboration and mentoring
- Oversaw the post-acquisition consolidation of 3 US offices and data centers resulting in nearly \$1 million in annual savings
- Coordinated the immediate shift of over 200 US employees from an in-office to a fully remote environment utilizing cloud collaboration tools like Slack, SharePoint, Zoom, Confluence, Asana and RingCentral
- Handled technology due diligence tasks associated with ongoing M&A activities
- Facilitated the integration of data and systems of acquired companies into the existing corporate ecosystem
- Collaborated with the CIO and CFO in the budget review process for a \$2M IT budget
- Achieved ISO 27001 certification using a cross functional approach, working with CISO, CIO, and relevant departments ensuring the confidentiality, integrity and availability of corporate data

wordZXpressed, Inc. | Atlanta, GA

Transcription Services Provider providing services to the medical, legal, insurance, corporate, and criminal justice industries with SaaS tools focused on speed, security, and interoperability (350+ Employees)

Chief Operating Officer

March 2010 – February 2020

Vice President – IT

July 2006 – February 2010

Systems Administrator

January 2000 – June 2006

- Provided technical leadership and guidance in support of over 3,000 clients and 350+ employees
- Transformed and automated outdated billing and payroll processes resulting in greatly reduced execution times required by HR department, resulting in cash flow efficiencies
- Developed and managed marketing plan including web/print/social media and SEO resulting in new annual revenue of \$300K
- Oversaw healthcare customer onboardings, evaluating specific needs for dictation and document management workflow improvements, EHR/EMR HL7 interfaces, and user training
- Migrated aging on-site network and servers comprised of Dell, HP and Cisco to a secure, redundant colocation facility, improving platform availability to 99.9% for customers and internal staff
- Responsible for procurement of hardware, software and services for customer and employee-facing systems including Dell, Windows, Cisco, SonicWall, Microsoft, Twilio

SKILLS

- | | | |
|-----------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------|
| • IT Leadership | • Migrations (M365, Google Workspace, P2V, SharePoint) | • Dell/HP Enterprise Servers |
| • Vendor Management | • SaaS Implementation | • KnowBe4 Security Awareness Meraki Networking |
| • Project Management | • ITSM Tools (ServiceNow, Freshservice, Jira, Service Desk Plus) | • Project Management Tools (MS Project, Asana, Monday) |
| • People Management | • Dell/Lenovo Enterprise Laptops | • VPN (SonicWall SSL-VPN, Cisco, OpenVPN) |
| • Customer Experience | • M365 Admin (AzureAD, Teams, SharePoint) | • SSO (AAD, Okta, Google, Auth0) |
| • Account Management | | |
| • Business Process Improvement | | |
| • Service Desk Management | | |
| • SaaS Tools (Twilio, Toggl, Slack, homebase) | | |
-