

Michael S. Hotaling

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PROFESSIONAL SUMMARY

Manager and leader with 10+ years of proven experience assembling successful teams, establishing corporate programs, and constructing systems for long-term sustainability. Strategic thinker who excels at building coalitions and developing strategies to drive cross-functional performance.

SKILLS

- Technical and software proficiencies include: - Active Directory - Adobe Product Suite - Google Workspace - JAMF - Konica Minolta Printers OS - MacOS - ManageEngine Service Desk Plus - Microsoft 365 Proficiency - Microsoft Azure and Government Cloud - MS Teams Diagnostics and Support - ServiceNow Ticketing System - Windows - Security Clearance – Single-Scope Background Investigation [SSBI] (2014)	- Team leader with strong coaching and mentoring skills; eye for long-term department growth and promotion road mapping - Strategic planner able to conceptualize and define team goals, develop key performance indicators [KPI], and create clear framework for progress checkpoints and steering - Strong communication skills; excel at translating technical or theoretical information for non-technical audiences - Organized professional with a methodical approach to problem-solving - Experience growing problem-solving capacity of the team; building tools and processes to empower junior team members and utilize escalation protocols to balance work
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EXPERIENCE

Senior IT Operations Manager
Accenture Federal Services, Arlington, VA

2022 – Current

Leader within corporate helpdesk team serving 15,000+ users worldwide. Responsible for team development, annual goal setting and objective writing, establishing a strategic vision for support functions to effectively serve multiple government contract teams and large corporate infrastructure. Key highlights include navigating multiple mergers and acquisitions, developing on-boarding process for integration and inclusion of new technology platforms, building team structure for effective management, escalation, and support.

Proud to develop processes and procedures which offer clarity, deliver consistency for all customers and users, and provide support and advocacy for helpdesk technicians and engineers. Responsibilities currently include:

- Establishing KPIs and tracking success of helpdesk workflow against goals
- Design and lead on-boarding of new team members and contractors for Help-Desk
- Setting expectations, by example and through mentorship, for delivery of exceptional customer service:
 - Resolving escalated tickets, communicating with users, managers, and directors to provide clear, symmetrical support
 - Intervening as needed for the helpdesk team as issues escalate
- Enforcing compliance with both corporate and contract required rules to align all technical solutions with compliance expectations
- Leading junior team members to improve outcomes:
 - Reviewing performance, providing structured and ad hoc feedback on goals and results

- Providing cover, steering, and support

IT Operations Engineer
Accenture Federal Services, Arlington, VA

2020 – 2022

Key member of corporate helpdesk team and acting-leader responsible for ensuring company IT workflow for large customer base. Primary subject-matter expert for helpdesk representation on technology adoption team, author of documentation for IT policies and procedures as it relates to helpdesk team responsibilities, and endpoint for ticket escalation process. Specific responsibilities included:

- Developing and implementing standard operating procedures [SOPs] for technical support issues
- Writing and communicating guidance documents for consistent solution alignments
- Ensuring delivery of exceptional customer service while also achieving resolutions for technical issues:
 - Communicating with customers and their managers to provide appropriate support
 - Navigating conflict and de-escalating issues
- Enforcing compliance with both corporate and contract required rules to align all technical solutions with compliance expectations (ex: *Cybersecurity Maturity Model Certification* [CMMC])
- Collaborating with junior team members to improve outcomes:
 - Providing structured training to junior technicians and engineers
 - Supporting ad hoc mentorship, coaching and guidance
 - Functioning as escalation point for high-conflict or aggressive customers

Helpdesk Technician
NCI Information Systems, Reston, VA

2019 – 2020

Worked for NCI at corporate HQ providing primary helpdesk operations support. Assignments included directing and processing tickets for a national workforce of professionals managing intake, dispatch, and escalation of tickets. Major work functions involved:

- Tier I and Tier II helpdesk ticket support & resolution
 - Password resets and remote support troubleshooting
 - Replacement and upgrade of components including RAM, hard drives, keyboards, etc.
 - Mapping network drives and printers
- Served as “Acting Configurations Manager” responsible for IT hardware and software assets:
 - Build-out of equipment in preparation for deployment
 - Provisioning and deprovisioning user accounts
 - Approving and pushing software installs and updates
- Responsible for installation of new software alignment to CMMC requirements and documentation for compliance tracking purposes

IT Technician
PolymathN, LLC, Ashburn, VA

2013 – 2019

Provided IT and administrative support to deliver actionable solutions to complex systems, maintain technological framework to support theoretical physics for unique government contracts. Core responsibilities included:

- Procuring and installing new software solutions
- Managing onsite hardware and software
- Providing remote technical support to principal staff
- Creating, registering, and managing company website

EDUCATION

American University Washington, DC	2012	Bachelor of Arts [BA], International Studies American University School of International Service
Full Sail University Winter Park, FL	2007	Associate of Applied Science [AAS], Computer Animation