

Adria Wright

Email: adriagwright@outlook.com
Phone: 214.907.2278



Accomplished IT Leader with a track record for effectively building and managing large global teams, diverse application stacks and ITIL Process.

SKILLS

ITIL Management

- ✦ ITIL Foundation Certified
- ✦ IT Change Management
- ✦ IT Problem Management
- ✦ IT Process Design & Implementation

IT Services Management

- ✦ Application Support Management
- ✦ Operations Management
- ✦ Software QA Management
- ✦ Release Management

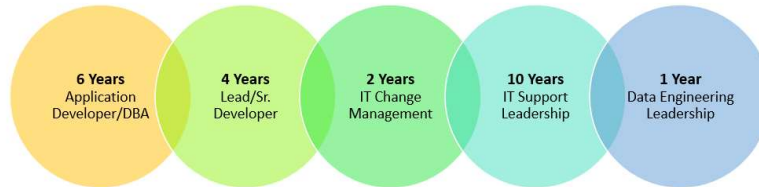
Leadership

- ✦ Contract Negotiations / Vendor Mgmt
- ✦ Budget / P&L Ownership
- ✦ Board Presentations / RFPs
- ✦ Certified Scrum Master

2000-2021 CAREER GROWTH

10 Years Development

13 Years Leadership



Dates	Company	Role	Reason Left	Reports
Jun 2023 - Present	● Upward Health	Director, IT Operations & Software Engineering	Current Role – They have lost funding in 2024	15
Jun 2021 – Feb 2023	● Medecision	Director, Customer Support	Leadership Layoff of 30 Director+	26
Mar 2020 – Jun 2021	● Global Tel Link	Sr. Manager, Technical Services	Covid Industry Instability	45
Apr 2018 – Sep 2019	● Shoebacca	IT Manager	Layoff due to company revenue loss	8
Jan 2016 – Feb 2018	● XenatiX	Manager, Support Services	Company Acquired 100% layoff	12
Apr 2015 – Jan 2016	● Greyhound (A Firstgroup Company)	Manager, Application Support & IT Communications	50% Travel	22
Oct 2014 – Apr 2015	● Greyhound (A Firstgroup Company)	Manager, Software Quality Assurance & Release Management	Lateral move once budget opened	14
Aug 2012 – Oct 2014	● Firstgroup	Manager, IT Services Planning	Relocation - Dallas	2
Oct 2011 – Aug 2012	● Firstgroup	Manager, Application Support	Promotion – Global Role	28
Sep 2010 – Oct 2011	● Firstgroup	Team Lead, Application Support	Promotion	7

ACCOMPLISHMENTS

- Improved SLA's by 50% in first 9 months
- Decreased backlog by 85% for visitation services
- ● ● Implemented Change Management
- ● ● Implemented new ITSM / Ticketing Systems
- Stabilized e-commerce site to support 250% revenue increase
- Produced 128k cost savings for Azure environment

- ● ● Built application support team
- ● ● Created Major Incident Management Process
- ● ● Built IT Communication Process
- ● ● Regression testing decrease from 6hrs to 1.5hrs
- ● ● Built Projects Into Support Process
- ● ● Transitioned support to outsourced model

EDUCATION

Education

Colorado Technical University (Jun 2024)
BS Business Administration Information Technology

Certifications

ILX Group – ITIL Foundation – 0231490-01-VN8Q
PeopleCert – PRINCE2 Foundation – GR750039823LL
SSGI – Certified Scrum Master - 32410738

<p>Upward Health Director, IT Operations & Software Engineering Long Island, NY (Remote)</p> <p>Technology: Jira, T-SQL, Azure, Azure Data Factory, Talend, Salesforce, Athena</p>	<p>Lead Data Engineering team including Data Engineering Manager as a direct report and Data Analysts, DevOps Engineer and Data Engineers as indirect reports.</p> <p>Accomplishments:</p> <ul style="list-style-type: none"> • Managed transition of all ETL jobs from Talend to Azure Data Factory • Implemented Change Management • Created kanban view of incoming customer data and load status for the business • Created Major Incident Management and RCA process • Managed project to create a unified data source to combine ADT and Inpatient data for the business
<p>Medecision Director, Customer Support Dallas, TX (Remote)</p> <p>Technology: Jira, Confluence, T-SQL, Linux, Dynatrace, Splunk</p>	<p>Lead support management team including L1, L2, Change/Problem and Quality Control.</p> <p>Accomplishments:</p> <ul style="list-style-type: none"> • Lead team through recent restructure, including transitioning from a customer model to an application model. Even with a 40% staffing loss we have decreased our backlog from 900 in June to an average of 600 tickets. • Created, published, and implemented internal and external escalation process • Stabilized release workbook process and support checkouts including advanced scheduling for resources • Implemented Problem Management process • Created skills matrix for support staff and weekly support metrics reporting • Created Negative Response CSAT process • Ownership and improvement of customer ticket review process • Change process improvements including expediting process for implementations as well as moving from daily to 2x week CAB schedule • Rolled out call center solution and process to all L2 staff
<p>Global Tel Link Sr. Manager, Technical Services Dallas, TX</p> <p>Technology: Service-Now, Jira, T-SQL, Toad, Orion, Confluence</p>	<p>Manage multiple teams that support phones, tablets and visitation for prisons, jails and correctional facilities throughout North America, including:</p> <ul style="list-style-type: none"> • Escalations Team • Visitation (VisManager and Visit Now) Team • Phones (Command ITS and ICMv) Team • Tablet Server Support (ANT/ANTz Servers) Team <p>Built Change and Problem Management process utilizing Service-Now for the Facility Support team, mentored other groups in the process and acted as a subject matter expert for the Service-Now implementation team.</p> <p>Built major incident management process and decreased active P1 average by 92% within the first month. Decreased backlog by 85% for visitation services, by 20% for remaining stack and improved SLA's by 50% within the first 9 months.</p>
<p>Shoebacca IT Manager Irving, TX</p> <p>Technology: Solar Winds, Jira, T-SQL, Magento, O365, Acumatica, GitHub</p> <p>Ecommerce Tools: xSellco, Vertex, Signify, Channel Advisor, Google Analytics, Auth.net</p>	<p>Managed IT department, vendors and offshore resources that support internal as well as ecommerce site and credit card processing.</p> <p>Implemented new ITSM as well as change management, problem management and major incident management process.</p> <p>Worked w/ staff and vendor to stabilize e-commerce site and support 250% growth. Collaborated w/ marketing team for site enhancements and agile builds to support an aggressive marketing plan. Worked w/ warehouse / operations management to implement improvements that improved the picking and shipping process.</p> <p>Negotiated and managed contracts with multiple vendors as well as managing IT budget and P&L.</p>

<p>XenatiX Manager, Support Services Las Colinas, TX</p> <p>Technology: Service-Now Express, Azure, Azure AD, Jira, O365, Intune, GitHub</p>	<p>Built and managed team that supports behavioral health focused EHR (Electronic Health Record) as well as internal staff / development team.</p> <p>Implemented new ITSM as well as all ITIL processes and governance. Managed and audited Azure environments to drive a total cost savings of 128k per year. Worked directly with Microsoft to negotiate and finalize our Microsoft Enterprise Agreement.</p> <p>Reviewed, worked, and submitted RFP's, also acted as a project lead for all support efforts required for new onboarding customers, including Tarrant County, TX implementation.</p>
<p>Greyhound / Firstgroup Manager, Software Quality Assurance & Release Management Dallas, TX</p> <p>Technology: Service-Now, Jira, Smartbear, AWS, Java, JavaScript, Python, VB.net, C#, T-SQL, GitHub</p>	<p>Manage a team of Test Analysts, Test Engineers and Release Engineers supporting ecommerce sites and mobile applications for Greyhound, Bolt Bus and Canadian operations. Responsible for functional, load, integration, and regression testing.</p> <p>Built the QA team and implemented test automation with Smartbear and JavaScript. Test automation reduced our full regression tests from 6 hours to 1.5 hours.</p> <p>Responsible for release management for all site and mobile app releases. Worked closely with product managers and the business to prioritize features in the builds.</p>
<p>IT Services Planning Manager Cincinnati, OH</p> <p>Technology: Service-Now, SharePoint</p>	<p>Designed, implemented, and managed Global Change Management policies and procedures. Responsible for running North American, UK and Executive CAB meetings.</p> <p>Designed, implemented, and managed Global PINTS process (Project Transition to Support). Responsible for building and managing global RACI for IT Services.</p> <p>Provided project Management and project pipeline reporting for internal IT projects impacting IT Services, provided schedule and status reporting for all IT Services project deliverables and management of Requirements Review Board.</p> <p>Played a key role in the creation and implementation of the Service Catalog in Service-Now.</p>
<p>Manager, Application Support, NA Cincinnati, OH</p> <p>Technology: Service-Now, JDE, VB.net, C#, T-SQL, SSIS, SSRS</p>	<p>Deliver applications support and maintenance services for North America. Includes support of all back office (Finance, HR, Payroll, Engineering) and front office (business specific) systems.</p> <p>Played a key role in managing and providing disaster recovery plan and efforts following a data center fire.</p> <p>Major responsibilities include:</p> <ul style="list-style-type: none"> • Budget responsibility of \$5m pa • Responsible for support of 300+ applications company-wide including ERP systems, vendor applications as well as open-source applications in various technologies (VB.NET, C#, Java, PowerBuilder, SQL, Oracle, etc. • Responsible for transitioning internal Application Support to a Services based support model • Ensure applications have agreed disaster recovery, data backup, and archiving plans. • Support the delivery of business change projects and the rationalization of the application set. • Annual contract negotiation and management for major vendors/partners • SLA metrics and accountability.