

NICK LAWLER

Technology Operations Manager

PROFESSIONAL SUMMARY

Technology Operations Manager with 7 years of expertise in managing enterprise projects and enhancing business processes. Proficient in project management, team leadership, and vendor relationship management, with a strong focus on delivering complex technology solutions. Committed to driving operational efficiency through innovative process design and workflow improvements.

EMPLOYMENT HISTORY

MANAGER, TECHNOLOGY OPERATIONS *MOLO SOLUTIONS, LLC*

Aug 2021 - Present
Chicago, IL

- ◆ Lead a team of 3, enhancing efficiency and satisfaction through training and support.
- ◆ Streamline IT projects, solving issues and meeting goals as the sole project manager.
- ◆ Improve operations by refining processes and creating SOPs for better efficiency.
- ◆ Manage vendor relationships, optimizing costs and ensuring service value.
- ◆ Support automation initiatives, improving time management for product teams.
- ◆ Spearheaded integration of technology post-acquisition, ensuring seamless system unification and operational continuity across departments.
- ◆ Pioneered creation of an automated service management system, facilitating cross-departmental workflow integration for enhanced efficiency.
- ◆ Managed technology for major facility projects, overseeing implementation in a 95,000+ sq. ft. HQ to ensure state-of-the-art facility technology.

NETWORK TEAM, PROJECTS *MOLO SOLUTIONS, LLC*

Jun 2019 - Aug 2021
Chicago, IL

- ◆ Managed IT projects, enhancing leadership visibility and project success.
- ◆ Improved employee experience through effective systems administration.
- ◆ Facilitated hardware/software procurement, boosting operational efficiency.

STUDENT PROJECT MANAGER - INTERNSHIP *MARQUETTE UNIVERSITY – IT SERVICES*

Apr 2017 - May 2019
Milwaukee, WI

- ◆ Developed project scopes and budgets, enabling informed stakeholder decisions.
- ◆ Managed project schedules, ensuring stakeholders understood project progress.
- ◆ Processed bids and issued purchase orders, making cost-effective decisions.
- ◆ Coordinated project meetings, facilitating effective project execution.
- ◆ Supported IT PMO by managing multiple projects, reducing workload for senior managers.

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION *Marquette University*

Milwaukee, WI

Majors: Information Technology, Marketing GPA: 3.27/4.0

SKILLS

Project Management, Process Improvement, Systems Administration, IT Service Management, IT Operations, Team Management, Vendor Relationship Management, Inter-departmental collaboration, Product Management, Microsoft Project, Project Web App, Atlassian, Jira, Smartsheet, Azure Active Directory, Cloudflare, Microsoft Exchange, Broadsoft Telephony, Office 365 Administration, Salesforce Administration, Slack Enterprise Administration, Sharepoint, Textline, API, Statuspage.