

PROFESSIONAL SUMMARY

Strategic IT leader and experienced Service Delivery Manager with 14+ years of success driving operational excellence, 24/7 system reliability, and outstanding customer satisfaction. Proven ability to lead global support teams and deliver scalable service delivery solutions across complex, enterprise environments. Adept at aligning Site Reliability Engineering (SRE) practices with business objectives to optimize support operations. Skilled in escalation management, executive communication, and data-driven decision-making to enhance service outcomes and ensure continuous improvement.

EXPERIENCE

Senior Manager, Customer Support - Edgecast Cloud Services

Remote | 02/2025 – 05/2025

- Built scalable support operations from the ground up, including SLAs, Incident & Problem Management workflows, Change Management, and onboarding documentation.
- Created standardized training materials and escalation protocols to reduce ramp-up time and improve resolution efficiency.
- Collaborated with stakeholders across support, engineering, and product to evaluate vendors and implement a ticketing system, monitoring tools, and CRM aligned with business needs.
- Aligned support strategy with cross-functional teams to ensure end-to-end client success and continuous team growth.

Manager, Client Support & Managed Cloud Security - Edgio

Remote | 07/2022 – 01/2025

- Led a global team of 12 engineers, improving uptime to 99.999% with monitoring and automation.
- Reduced incidents by 30% and improved SLA adherence by 10% through root cause analysis and process improvement.
- Enhanced visibility with Grafana & Power BI dashboards; shortened resolution time by 13%.
- Collaborated with engineering to automate deployments and prevent outages.

Senior Technical Manager (SRE) - Yahoo

Playa Vista, CA | 09/2018 – 07/2022

- Led Incident Management, change control, and system monitoring initiatives.
- Cut repeat incidents by 20% and improved infrastructure reliability via post-mortem analysis and playbooks.
- Delivered real-time dashboards to support data-driven decisions and operational visibility.
- Streamlined ITSM processes, reducing operational workload by 10%.

Technical Manager - Verizon Digital Media

Playa Vista, CA | 07/2014 – 09/2018

- Built and owned ServiceNow processes for Incident and Problem management.
- Improved deployment efficiency and reduced incident response time by 15% through automation.
- Enhanced change adoption by 15% with governance frameworks.

Incident Manager - Edgecast

Santa Monica, CA | 09/2011 – 07/2014

- Established Incident and Change management governance.
- Built KPI dashboards in ServiceNow to track operational health and risks.
- Led cross-functional teams to automate processes and improve customer experience.

SKILLS

Technical Skills: ServiceNow (Admin/Product Owner), JIRA, Confluence, Grafana, Power BI (Data Analysis), Salesforce, HubSpot.

Site Reliability Engineering (SRE): Incident Management, Change Management, Automation, Observability, Uptime Optimization, Root Cause Analysis.

Management & Leadership: Team Leadership, Customer Relationship Management, Cross-functional Team Collaboration, Mentorship.

Governance & Compliance: Security Audit Support, Compliance Maintenance.

EDUCATION

Bachelor of Science in Computer Information Systems

DeVry University

Generative AI for Data Analysts

IBM Online Certificate

Understanding Google Cloud Security and Operations

Coursera Online Certificates

Digital Transformation with Google Cloud

Coursera Online Certificates

Infrastructure and Application Modernization with Google Cloud

Coursera Online Certificates

Innovating with Data and Google Cloud with Google Cloud

Coursera Online Certificates