PROFESSIONAL WORK SAMPLE PORTFOLIO

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Enterprise IT Operations | Service Delivery | Infrastructure | Digital Workplace | Governance

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EXPERIENCE
~30 years in IT, ~20 in leadership

These seven samples show how I build and run technology operations: the frameworks I design, the controls I build into platforms, the teams I develop, and the results that follow. Each sample stands on its own and runs five pages.

THE COLLECTION

WS01 | 5 PAGES

Enterprise Incident Management & Operational Resilience Framework

A command model that makes major incident response predictable, with platform-enforced controls and a live P1 exhibit.

27% lower MTTR | 40% fewer repeat incidents

WS02 | 5 PAGES

Enterprise Communication Resilience & Redundant Operations Plan

A plan that keeps command and messaging running when the primary communications platform fails, including store natural-event procedures.

4 fallback tiers | P1 automatic activation

WS03 | 5 PAGES

Enterprise Technology Governance & Policy Ownership Framework

Eleven policy domains with named owners, classified obligations, and an audit-ready register.

11 domains | 7 high-control areas

WS04 | 5 PAGES

Team Capability, Succession & Performance Framework

One system for capability, knowledge risk, succession, coaching, and calibrated performance decisions.

28-person team | Service desk FCR 68% to 84%

WS05 | 5 PAGES

IT Operations Performance Transformation

Five levers that raised service quality and lowered cost, run through a command-center cadence.

CSAT 82% to 98% | Service desk SLA 81% to 98%+

WS06 | 5 PAGES

Digital Workplace & JML Transformation

Workday, ServiceNow, Coupa, Intune, and Autopilot connected into one automated workforce lifecycle.

Recovery <10% to ~97% | Compliance 88% to 96%+

WS07 | 5 PAGES

IT Asset Lifecycle & Device Ownership Policy

The governing policy for corporate, COPE, and BYOD devices, with privacy commitments and custody rules.

3 ownership models | 25-day recovery clock

Where to Start

Each path lists three samples in a suggested reading order for a role focus.

Service Delivery and IT Operations

Service performance, incident command, and team development

WS05 WS01 WS04

Operational Resilience and Continuity

Communication resilience, incident command, and service recovery

WS02 WS01 WS05

Digital Workplace and End-User Services

Lifecycle automation, device policy, and service results

WS06 WS07 WS05

Governance, Risk, and Compliance

Policy ownership, audit readiness, and regulated controls

WS03 WS07 WS01

RESULTS ACROSS THE PORTFOLIO

27%
lower mean time to restore
SEE WS01

40%
fewer repeat incidents
SEE WS01

82% to 98%
customer satisfaction
SEE WS05

81% to 98%+
service desk SLA
SEE WS05

68% to 84%
service desk first-contact resolution
SEE WS05

40%
smaller backlog
SEE WS05

47%
fewer network incidents, ~99.7% Tier 1 availability
SEE WS05

$1.1M+
recovered asset value
SEE WS06

70%+
less manual provisioning time
SEE WS06

3.6h to <1h
technician effort per device
SEE WS06

88% to 96%+
endpoint compliance
SEE WS06

<10% to ~97%
asset recovery
SEE WS06

ABOUT THESE SAMPLES

Sanitized
Employer names, personnel, contact data, security-sensitive details, and proprietary identifiers are removed.

Actual results
Every reported result is a real program outcome with one home sample, which other samples cite by reference.

Representative exhibits
Timelines, dashboards, registers, and scenarios use illustrative data and say so on the page.

EDUCATION

MPS, Georgetown University (4.0, Honors)
BS, Herzing University (4.0, Summa Cum Laude)

SCOPE OF RECENT WORK

A 28-person IT operations organization serving 3,400+ users across 276+ stores, distribution centers, and design studios

I welcome the chance to walk through any sample in detail.

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