

# Nicholas Jordan

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

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EXPERIENCE

~30 years in IT, ~20 in leadership

These eight 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 | 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 ~84% to ~98% | 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**

### WS08 | 5 PAGES

#### Global Logistics Greenfield Technology Infrastructure Program

An end-to-end program design that takes a bonded cargo facility from an empty shell to a secure, resilient operation.

**66-page program plan | Repeatable site template**

# 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

## Infrastructure and Technology Programs

Greenfield design, communication resilience, and incident command

WS08

WS02

WS01

## 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

~84% to ~98%

customer satisfaction  
SEE WS05

81% to 98%+

SLA attainment  
SEE WS05

68% to 84%

first-contact resolution  
SEE WS05

40%

smaller backlog  
SEE WS05

47%

fewer network incidents,  
~99.9% availability  
SEE WS05

\$1.1M+

recurring savings  
SEE WS05

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 3,000+ users across ~280 stores, distribution centers, and design studios

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

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