

NICHOLAS JORDAN

Enterprise IT Operations Leader | Service Delivery | Infrastructure | Digital Workplace | Technology Transformation

Atlanta, GA | 706.707.8989 | [linkedin.com/in/nicholasjordan-atl](https://www.linkedin.com/in/nicholasjordan-atl)

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Dear Hiring Manager,

Organizations grow with confidence when their technology operations run with discipline, recover quickly, and improve every quarter. Across 30 years in IT, including nearly 20 years leading teams, I have built that foundation for a 276+ location retail enterprise, a 60+ site manufacturing network with 17,000+ users, and a rapidly scaling construction-services company. I am pursuing a senior leadership role in IT operations, service delivery, and infrastructure where that experience can strengthen reliability, service quality, and growth.

At Floor & Decor, I led Corporate IT Operations as the company expanded from approximately 168 locations to 276+ locations in 39 states. Following an enterprise restructuring, my scope grew from a team of Tier 2 senior technicians to a 28-person organization spanning Tier 2 and Tier 3 support and engineering. I rebuilt service governance across ITSM, major incident command, and asset lifecycle, raising CSAT from 82% to 98%, lifting SLA attainment from 81% to 98%+, reducing MTTR by 27%, and cutting repeat incidents by 40%. I also led the adoption of Intune, Windows Autopilot, and Moveworks AI, which reduced provisioning time by more than 70%, and I governed an approximately \$4 million annual IT portfolio within 2% of plan while delivering more than \$1.1 million in recurring savings.

My operational foundation comes from more than a decade at Thyssenkrupp North America, where I led 21 senior infrastructure and operations professionals across 60+ manufacturing and corporate locations and co-led the consolidation of three legacy systems into SAP S/4HANA. Today, as the fractional Vice President and Head of Information Technology at It's Electric, I serve as the sole technology leader for a growing contractor, architecting a Microsoft 365 digital workplace, automating field and leadership workflows, and establishing the governance frameworks the company needs to scale. Leading at both ends of that range has sharpened my judgment about where structure creates value and where speed matters most.

I lead through clear accountability, measurable outcomes, and sustained investment in people. The Service Champions, Each-Teach, and Leadership Ladder programs I created strengthened technical depth, peer knowledge sharing, and succession readiness, and every annual review I received at Floor & Decor carried a "Far Exceeds Expectations" rating. My Georgetown MPS in Management Information Technology grounds that leadership in disciplined alignment between technology investment and business strategy.

I would welcome a conversation about how I can strengthen the reliability, service quality, and financial discipline of your technology operations. Thank you for your time and consideration.

Sincerely,

Nicholas Jordan