NICHOLAS JORDAN

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

Technology operations leader with 30 years of progressive IT experience, including nearly 20 years leading teams across retail, distribution, manufacturing, corporate, and construction-services environments. Builds the operating models, service governance, and resilient infrastructure that let organizations grow with confidence, at scales ranging from a single-site contractor to a 276+ location retail enterprise and a 60+ site manufacturing network with 17,000+ users. Recognized for major incident command, ITSM maturity, digital workplace modernization, vendor and financial stewardship, and developing leaders who sustain results.

Career outcomes include CSAT growth from 82% to 98%, service desk SLA attainment from 81% to 98%+, a 27% reduction in MTTR, 40% fewer repeat incidents, service desk first-contact resolution growth from 68% to 84%, asset recovery from under 10% to approximately 97%, more than $1.1 million in recovered asset value, and $1.78 million in annual automation cost avoidance.

SELECTED IMPACT

- **Service Delivery Transformation:** Rebuilt enterprise support governance across 276+ stores, five design studios, five distribution centers, and 3,400+ users, lifting CSAT from 82% to 98%, raising service desk SLA attainment from 81% to 98%+, reducing backlog by 40%, and lowering ticket volume by 22%.
- **Major Incident and Problem Management:** Co-led the Enterprise Incident Management Playbook and a formal incident-command model, reducing MTTR by 27%, repeat incidents by 40%, and annual net outage cost by 13.7% ($37.1 million to $32.0 million) through severity standards, bridge roles, executive communications, root-cause analysis, and corrective-action governance.
- **Digital Workplace and AI-Enabled Support:** Led Intune and Windows Autopilot adoption and integrated Moveworks AI with ServiceNow, Microsoft 365, Workday, and Coupa, cutting provisioning time by more than 70%, raising endpoint compliance from 88% to 96%+, and improving service desk first-contact resolution from 68% to 84%.
- **IT Asset Lifecycle Recovery:** Redesigned joiner, mover, and leaver asset governance with timed escalation, returned-asset certification, and financial accountability, raising post-separation asset recovery from under 10% to approximately 97% and returning more than $1.1 million in asset value.
- **Infrastructure Reliability:** Directed national SD-WAN and wireless modernization, monitoring, and governance, reducing network incidents by 47% and sustaining approximately 99.7% availability across Tier 1 services.
- **Greenfield Logistics Technology Program (Advisory):** At a site operations director's request, authored a technology program for a global third-party logistics provider's 100,000+ square-foot greenfield bonded cargo facility, including a 66-page program architecture, an execution volume, and an integrated schedule, workforce, and cost workbook currently under executive review.
- **Financial and Vendor Governance:** Governed an approximately $4 million annual IT portfolio within 2% of plan, delivered $280,000 in annualized savings through vendor consolidation and contract restructuring, and led 12 automation initiatives worth $1.78 million in annual cost avoidance.
- **ERP and Enterprise Platform Modernization:** Co-led the infrastructure, integration, and cutover workstream consolidating three legacy ERP environments into SAP S/4HANA across 60+ Thyssenkrupp North America locations and 17,000+ users.
- **Workforce Development and Succession:** Created the Service Champions, Each-Teach, and Leadership Ladder programs for technical upskilling, peer knowledge sharing, recognition, and succession readiness in Corporate IT Operations.

PROFESSIONAL EXPERIENCE

IT'S ELECTRIC, LLC | Atlanta, GA

Vice President and Head of Information Technology (Fractional) **2026 to Present**

Serve as the executive technology leader for an SDVOSB- and MBE-certified electrical contractor, partnering with executive leadership to align technology investment with growth, operational priorities, and risk.

- Own technology strategy across infrastructure, cloud, cybersecurity, business systems, digital workplace, and service delivery.
- Own Business Central inventory and purchasing design and configure Conditional Access, Intune, and the network.
- Modernize Microsoft 365 and SharePoint into an integrated operating platform supporting HR, administration, field operations, fleet, assets, and training.
- Architected a Microsoft 365 Business Premium digital workplace, including a hub-and-spoke SharePoint Online intranet with 11 associated sites, a Knowledge Center, and a Fleet Operations Management System deployed through PnP PowerShell.
- Replace manual and fragmented processes with automated workflows, governed data, and scalable platforms.
- Establish IT operating models, policies, SOPs, service-management practices, and executive reporting.
- Direct portfolio planning, vendor strategy, licensing, procurement, and investment prioritization.
- Built a training ecosystem of curricula, assessments, and role-based learning paths, including a five-week IT internship program.

FLOOR & DECOR | Atlanta, GA

Senior Manager, Corporate IT Operations **2022 to 2026**

Directed Corporate IT Operations for a high-growth specialty retailer as it scaled from ~168 locations and 2,700 users to 276+ locations across 39 states and ~3,400 users, supporting the corporate headquarters, five design studios, and five distribution centers. Earned "Far Exceeds Expectations" ratings in every annual review.

- Grew scope through an enterprise restructuring from a 10-person Tier 2 senior technical team to a 28-person organization of managers, leads, Tier 2 administrators, and Tier 3 engineers, then partnered with IT and HR leadership to redesign it around service functions, decision rights, and succession coverage.
- Served as primary P1/P2 escalation authority and co-led the Enterprise Incident Management Playbook, reducing MTTR 27%, repeat incidents 40%, and annual net outage cost 13.7%.
- Owned ITSM governance across incident, problem, change, request, knowledge, and CMDB, raising CSAT from 82% to 98%, service desk SLA attainment from 81% to 98%+, and first-contact resolution from 68% to 84%.
- Led infrastructure and service operations for Oracle Cloud ERP, Salesforce CRM, Manhattan Active WMS, and in-house inventory and order platforms, owning operational readiness, service continuity, incident escalation, and change governance.
- Drove Intune, Autopilot, Entra ID, and Conditional Access adoption, raising endpoint compliance from 88% to 96%+.
- Automated joiner, mover, and leaver workflows across HRIS, ServiceNow, Microsoft 365, and Moveworks AI, reducing provisioning time 70%+.
- Rebuilt IT asset lifecycle governance, raising post-separation recovery from under 10% to ~97% and recovering $1.1M+ in asset value.
- Managed a ~$4M IT portfolio within 2% of plan while delivering $280K in annualized vendor savings and $1.78M in annual cost avoidance from 12 automation initiatives.
- Created the Each-Teach, Service Champions, and Leadership Ladder programs and the John Henry Award for Service Excellence.

THYSSENKRUPP NORTH AMERICA | Alpharetta, GA

Manager II, IT Operations, Infrastructure, and End-User Services **2012 to 2022**

Led IT operations, infrastructure services, and end-user technology across 60+ manufacturing and corporate locations and 17,000+ users in a 24x7x365 multinational environment where plant availability and rapid recovery drove production continuity.

- Led 21 senior infrastructure and operations professionals supporting manufacturing, distribution, field, and corporate environments across North America.
- Completed the Q4 2012 legacy ERP discovery across AS/400, SAP R/3, and JD Edwards, then co-led the infrastructure, integration, and cutover workstream for the SAP S/4HANA consolidation under CAB change governance.
- Directed infrastructure operations, network and workplace support, disaster-recovery readiness, lifecycle planning, and vendor performance across the region.
- Ran production-critical incident response, asset lifecycle, and joiner/mover/leaver operations across plants and corporate sites, building the escalation discipline later formalized into enterprise governance models.
- Partnered with global technology, cybersecurity, application, and manufacturing leaders on transformation roadmaps, enterprise integrations, and cost optimization.

Manager, IT Operations, Infrastructure, and End-User Services **2010 to 2012**

- Managed day-to-day IT operations, infrastructure, and end-user technology services for distributed manufacturing and corporate locations, directing senior technical staff and contractors through workload priorities, escalations, and production-critical incident response.
- Helped establish the customer-service framework, including high-touch support for executive and high-impact user groups.
- Coordinated P1/P2 ITSM escalations.
- Supported audit readiness, SOX compliance, backup, and disaster recovery.

CORE SKILLS

Service and Operational Excellence: ITIL 4, Incident, Major Incident, Problem, Change, Request, and Knowledge Management, SLA, XLA, and KPI governance, CSAT, CMDB, ServiceNow, KCS, and business continuity.

Infrastructure and Digital Workplace: Enterprise infrastructure, network operations, SD-WAN, Microsoft 365, Entra ID, Intune, Windows Autopilot, Conditional Access, endpoint engineering, and asset lifecycle.

Transformation and Architecture: ERP modernization (SAP S/4HANA, Oracle Cloud ERP), cloud transformation, IAM and PAM, AI enablement, RPA, systems integration, and data governance.

Portfolio and Vendor Governance: IT portfolio management, multi-year planning, CAPEX and OPEX, forecasting, business cases, FinOps, strategic sourcing, contract negotiation, licensing, MSP governance, and QBRs.

EDUCATION

MPS, Management Information Technology | Georgetown University | 4.0 GPA | Honors Graduate
BS, Information Technology | Herzing University | 4.0 GPA | Summa Cum Laude