

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)

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%, SLA attainment from 81% to 98%+, a 27% reduction in MTTR, 40% fewer repeat incidents, first-contact resolution growth from 68% to 84%, asset recovery from under 10% to approximately 97%, and more than \$1.1 million in recurring savings.

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 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% and repeat incidents by 40% 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 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%.
- **Infrastructure Reliability:** Directed national SD-WAN and wireless modernization, monitoring, and governance, reducing network incidents by 47% and sustaining approximately 99.9% availability.
- **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 for executive leadership review.
- **Financial and Vendor Governance:** Governed an approximately \$4 million annual IT portfolio within 2% of plan and delivered more than \$1.1 million in recurring savings through vendor rationalization, licensing consolidation, and contract governance.
- **ERP Consolidation:** Co-led the consolidation of three legacy systems into SAP S/4HANA across 60+ manufacturing and corporate locations and 17,000+ users at Thyssenkrupp North America.
- **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

Lead technology strategy, architecture, operations, governance, and investment planning as the sole technology leader for a rapidly scaling commercial, industrial, high & low-voltage, HVAC, healthcare, multifamily, and construction-services company.

- Advise the CEO, COO, project managers, and operating leaders on technology risk, solution architecture, vendor selection, and technology-enabled growth, framing each investment by business case, total cost of ownership, and lifecycle impact.
- Established the technology operating model, multi-year roadmap, decision rights, governance standards, and vendor-management disciplines required to scale corporate and field operations.
- 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.
- Digitized fleet, project, HR, and leadership workflows through eight Power Automate flows, governed lists, and Office Scripts, replacing manual tracking with automated renewals, leadership digests, and follow-up enforcement.
- Created identity, privileged-access, joiner/mover/leaver, asset, incident, and continuity frameworks on Entra ID and ITIL.
- Built a training ecosystem of curricula, assessments, and role-based learning paths, including a five-week IT internship program.

Senior Manager, Corporate IT Operations

2022 to 2026

Led Corporate IT Operations for a high-growth retail and distribution enterprise, expanding from a team of Tier 2 senior technicians to a 28-person organization spanning Tier 2 and Tier 3 support and engineering after an enterprise restructuring. Earned "Far Exceeds Expectations" ratings in every annual review.

- Led a 28-person, regionally dispersed technology operations organization through functional managers and senior technical professionals, accountable for infrastructure operations, service delivery, end-user services, digital workplace, asset lifecycle, major incidents, and automation across 276+ stores, five design studios, five distribution centers, and corporate headquarters.
- Scaled the technology operating model as the company grew from approximately 168 locations and 2,700 employees to 276+ locations in 39 states and approximately 3,400 employees.
- Partnered with IT and HR leadership to redesign the organization around defined service functions, manager accountabilities, decision rights, and succession coverage, accelerating decisions and strengthening end-to-end accountability.
- Owned ITSM governance across Incident, Major Incident, Problem, Change, Request, Knowledge, and CMDB, running KPI, XLA, SLA, and CSAT scorecards through weekly and monthly business reviews.
- Served as the primary P1 and P2 escalation authority, establishing incident command, coordinating infrastructure, application, security, and vendor teams, and governing restoration, root-cause analysis, and corrective-action closure.
- Authored or co-authored the Incident Response Management, Asset Lifecycle Management, and joiner/mover/leaver governance models, strengthening escalation responsiveness, audit readiness, and root-cause follow-through.
- Managed an approximately \$4 million annual IT portfolio within 2% of plan and directed strategic sourcing and commercial governance across managed service providers, technology partners, and licensing portfolios.
- Aligned application, infrastructure, cybersecurity, supply-chain, and business executives on operational readiness and support transition for Oracle Cloud ERP, Salesforce CRM, Manhattan Active WMS, MobileIQ, StorageBuy, and point-of-sale platforms.

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.
- Co-led the consolidation of three legacy systems into SAP S/4HANA, aligning infrastructure readiness, cutover support, and service transition with plant and corporate priorities.
- 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

2011 to 2012

- Managed 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.
- Earned promotion to Manager II within one year based on delivery, customer partnership, and performance excellence.

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