

Lisa Holding

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IT Technical Professional

A top-performing IT Technical professional with over 10 years of experience in various industries. Highly skilled in overseeing teams of service and troubleshooting to ensure high levels of customer service, identifying and solving problem areas in day-to-day operations as well as monitoring daily, monthly and annual trends. Maintains consistent communication within the organization as well as with the clients to carefully develop and implement best practice methodology.

Areas of Expertise

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<ul style="list-style-type: none">• Technical Support/Troubleshooting• Software/Hardware Installation• Client Relations• SAGE• Tableau Server• Tableau Desktop	<ul style="list-style-type: none">• Personnel Management• Training & Development• Problem Solving• Process Improvement• E Scheduling• Quality Assurance (QFiniti)• Macros	<ul style="list-style-type: none">• Virtual Desktop (VDI)• ServiceNow• Microsoft Office Suite• Designed Architected reporting• Workforce Optimization (WFO)• SQL
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Professional Experience

IBM, Boulder, CO

Senior Data Analyst— Data Analyst, Solutions & Transformation

January 2018 — June 2020

- Driving critical monthly Service Level and Financial reporting to ensure all information was provided on time. Also talk about designing cross checks to ensure reporting accuracy.
- Interpreting data, analyzing results using statistical techniques
- Developing and implementing data analyses, data collection systems and other strategies that optimize statistical efficiency and quality
- Acquiring data from primary or secondary data sources and maintaining databases
- Identify, analyze, and interpret trends or patterns in complex data sets

- Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems

- Work with management to prioritize business and information needs

- Reporting the results back to the relevant members of the business

Subject Matter Expert — Team Lead

June 2012 — January 2018

- 4 years of experience with Workforce Optimization with the focus on maximum customer satisfaction utilizing minimal operational costs and supported by integrated technologies (COGNOS, SAGE, OFINITE, etc.) and shared objectives.
- 4 years of experience with Workforce Optimization by providing key data on the performance of the personnel to increase the users' experience/satisfaction with reports such as First Call Efficiency, First Call Resolution, Tickets Closed, Re-Opened Tickets, CSAT Reports, Closure Data, Tier 2 Data, and Tier 2 Reports.
- 3 years of experience with transitioning accounts from one corporate account to another, with involvement in the training and development process from various global regions.
- 5 years of experience with scheduling through the use of E-Scheduling and CITRUS. E-Scheduling allowed for supervisors to know how many agents are in the building at current time, vacation scheduling, sick leave in order to appropriately allocate agents to various departments for desk coverage. CITRUS is an application used to compare the hours that vendors claim versus the hours that IBM claim.
- 4 years of supervisory experience, supervising 32 coordinators in handling hardware, software and account requests regarding installation, removal, configuration changes and procurement within ServiceNow ticket platform from various global users.
- Tier 2 troubleshooting with Citibank accounts for more efficient resolution of escalations and expedited tickets.
- Monitor incoming request volume and identify daily, weekly and monthly trends to ensure proper coverage in times of high volume averaging 2000 requests per month over standard 3000 requests per month volume.
- Receive user escalations and expedites in regard to break/fix incident and service requests, as well as managing escalation and expedites from beginning to end in order to ensure proper resolution and customer satisfaction.
- Review agent ticket quality and identify defects on requests by agents while ensuring defects are not caused by improper knowledge documentation for request coordination.
- 5 years of experience developing and implementing continual improvement projects to ensure all operational processes are improving services provided to customers and reducing overall defects in request management.
- 4 years of experience with one on one live coaching with agents for training, quality assurance, and process improvement.
- Coordinate with executive level management to establish QA solutions, configuring, training and development for more efficient customer service globally, with the use of data collected through COGNOS and transferred to Excel format for data analysis.
- Ability to think outside the box with creative thinking to present new innovative ideas to clients for money saving measures and procurement of processes.

Kelley Services, Boulder, CO

October 2011 — June 2012

Subject Matter Expert — End-to-End

- Supervised team of 12 onshore and offshore agents, reviewing data of all requests and break/fix incidents for customers and identifying causes for delay in resolution and completion.
- Liaised with clients and team to identify and create best practices for all client and external teams utilizing ServiceNow ticket platform to reduce delays in incident resolution and request completion to ensure overall customer satisfaction is being observed.
- Designed Architected automated client and internal reporting on volume of requests and break/fix incidents within environment to show current status and monitor client and vendor teams.
- Received customer escalations and expedites regarding break/fix incident and service requests, as well as managing escalation and expedites from beginning to end in order to

- ensure proper resolution and customer satisfaction.
- Obtained information from client and vendor support teams regarding quality and misidentification of break/fix issues and assisted service desk team in updates to overall documentation from received information.

Education & Training

DeVry University 2010 – 2012, Westminster, CO
47 Semester Hours

Computer Programming