Justin Burns, MBA

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PROFESSIONAL SUMMARY

Servant-leader with 15+ years of operational improvement and service delivery management experience in industries including Software Development, Retail, Managed Services, Education, and Finance. Contributes diverse capabilities in project management, solution road maps, and cross-departmental collaboration.

SKILLS

- IT leadership
- Service desk
- Problem-solving
- Client and vendor relations
- Customer service
- Presentation skills
- Documentation/reporting
- Project management
- Organizational skills

EXPERIENCE

Vice President Operations | ReverseVision/Constellation Mortgage   2020-PRESENT

- Brought in to address operational shortfalls in overall execution, accountability, culture, quality, marketplace credibility, costs, and deliverables.
- Lead service excellence, quality, training, and recruiting with team for technical support, document services, API development, and IT administration/support.
- Manage technology, staff, processes, and tools to deliver optimal results for our customers
- Ensure our SaaS software product platform is always available to users
- Initiated structured SOWs and top-down approval controls (change management)
- Design and implement business strategies, plans, processes, and procedures
- Establish policies that promote company culture and vision
- Maintain system security and privacy data consistent with regulations and best practices
- Identify and comply with applicable federal, state, local and industry regulations
- Work with the development team to coordinate product releases and updates
- Plan and execute capacity growth to match changes in install base and business growth plans
- Determine and execute service level agreements (SLAs) with customers
- Set comprehensive goals for performance and growth
- Evaluate performance by analyzing and interpreting data and metrics
- Manage relationships with partners/vendors
- Participate in expansion activities (investments, acquisitions, corporate alliances etc.)

IT Service Delivery Manager | San Diego County Credit Union   2019-2020

- Oversaw all areas of Service Delivery, Project Management, Escalation Support, Provisioning, and Access Control for the organization with 15 technicians.
- Led the staffing and financial aspects of service delivery, operational management, and project management for a highly regulated financial institution carrying $8.8 billion in assets.
- Tested and deployed Windows 10 and Windows Server 2019 company-wide through project planning and management for compliance.
- Negotiated and partnered with all department heads to build SLAs, buy-in, and confidence, reporting delivery metrics and KPIs for projects in Azure and service tickets in ManageEngine.
- Established benchmarks and ensured internal and external solution providers committed to and met service levels that met the business needs of the credit union.
- Reduced existing logjam of 837 aging cases to daily average of 35 open cases for 1,000+ employees in five months through high-touch, daily follow-up and backlog grooming.

- Conquered complexity using collaborative Agile project management model.
- Designed and tested Business Continuance/Disaster Recovery measures for cross-functional departments, with annual testing to vet the delivery of services in the event of an outage.
- Developed operative partnerships with internal customers and vendors, ensuring efficient, cost-effective solutions for front line branch personnel and support staff in operations.
- Slashed hold times from 80% answered in 4 hours down to less than two minutes ATA by creating efficient call workflow and skill-based routing.
- Designed ITIL Service Desk, Configuration Management, and VDI teams with ITSM priorities. Developed customer self-help tools and online support with enterprise business team to avoid channel jumping and repeated requests, which impacted customer loyalty significantly.
- Advised and influenced department heads on technology, costs, delivery, and availability of solutions, setting achievable targets to keep the organization competitive.
- Built and maintained a cohesive team culture with a high level of team loyalty, focused on core business goals, objectives, and key performance indicators (KPIs).
- Championed processes and guided activities for infrastructure, help desk, and networking.

Director, IT Operations | Alliant International University   2017-2019
- Promoted all IT capabilities and solutions to faculty, staff, and students.
- Provided leadership to IT to increase efficiency, improve customer service, and develop staff.
- Improved retention using reduced customer effort initiatives and actionable feedback surveys.
- Managed programs and teams to develop higher education public policy, perform advocacy, negotiate contracts, research improvements, and develop educational leadership.
- Oversaw efficient and effective technical operations of Admissions, Marketing, and IT.
- Improved lead management cycle of prospective students through IVR overhaul.
- Increased efficiencies of call center activities and service levels with data analysis.
- Introduced IT change control and project management for Admissions and Marketing.
- Created and improved Admissions training, process documentation, dashboards, and reports for Student Information Systems (SIS), Salesforce, DocuSign, Five9 IVR, and Desk.com.
- Raised CSAT 26% and reduced daily aging ticket queue by 87% through SLA reporting, efficient assignment, and coaching.
- Streamlined Admissions process for prospects via telephone and interactive voice response process, improving efficiency and reliability via Five9 and Salesforce integration.
- Developed change management, policies, standard operating procedures, and best practices.
- Increased engagement and reduced lead time for prospects by streamlining onboarding process and through more efficient allocation of IT resources to support clients and partners.
- Championed new knowledge management initiative to improve online knowledge base, and new hire training to improve customer experience (including next issue resolution) and loyalty.

Director, Tech Service | Mitchell International   2014-2017
- Oversaw all areas of Technical Service Center, consisting of 157 agents.
- Slashed hold times from 80% answered in 4 hours down to less than two minutes ATA by creating efficient call workflow and skill-based routing.
- Created and managed fee-based Premium Support to provide concierge-level support by top technicians to key customers for a nominal percentage of annual spend.
- Spearheaded customer survey process and rewards, wherein team improved Customer Effort Score (CES) to 92%, Case Resolution (CR) to 94%, and Net Promoter Score (NPS) to 54.
- Improved NPS rating by 13.5%, reduced ABA from 17% to 5%, and raised service levels from 41% to 92%, through quality review, mentorship, and knowledge/resource management.
- Reduced cost per case by 10% over first 12 months through targeted training, "kaizen" mentorship program for subject matter experts, collaborative support, and recognition.
- Built partnership with product management to prioritize customer-impacting issues.

- Handled customer escalations and acted as liaison with product management, development, sales, account operations, and executive team to communicate customer needs.
- Enhanced customer experience and reduced customer effort through phone IVR redesign.
- Served as lead member of company-wide Employee Development Project, having been sought out by HR as subject matter expert in identifying, acquiring and nurturing talent.
- Produced and presented trending, progress, and budget reports to executive team and key customers with progress, critical issue identification, and "path to green" as needed.

Director, Technical Services and Operations | Pointivity Cloud Solutions   2013-2014
- Sourced and developed 16-engineer team for high-availability IaaS delivery to clients in North and South America.
- Increased customer loyalty by introducing change management and service metrics to ensure adherence to promised published services levels.
- Managed all client relations and projects for complex customer enterprise environments.
- Standardized all network, systems, and infrastructure documentation and reports for clients.
- Provided leadership direction for projects, deliverables, and daily operations delivering PaaS, Citrix XenApp/XenDesktop, SQL, SharePoint, AWS, Azure, and Hosted Exchange.
- Streamlined deployment, monitoring, and maintenance of data centers, networks, and hardware running Windows, Linux, Nimble SAN, HyperV, Cisco UCS, and NetScaler.
- Increased customer touch, built upon ITSM framework focused on continuous improvement, and led team to reduce backlog of service requests/ projects by 82%.
- Eliminated unplanned outages by 39%, by instituting clearly communicated maintenance schedules for network and systems equipment.

Senior Manager, Business Technology Services | Jack in the Box, Inc.   2005-2013
- Provided strategic direction and leadership to 17-person team supporting 40,000 endpoints (1800 corporate employees and 3200 restaurant sites).
- Carved $180,000 in recurring annual G&A through efficiencies and controlled growth of business technology team to 12% as company staff grew at rate of 40% over eight years.
- Managed large project teams across functional departments to deliver solutions on time and within budget limits using Software Development Life Cycle methodology and coaching.
- Consolidated three disparate teams into one cohesive unit, cross-trained toward shared goals.
- Reduced spending for multimillion dollar hardware and software budgets below target by 7%.
- Developed and deployed BYOD strategy for personal devices, tablets, and smartphones.
- Researched and integrated new technologies for collaboration and process improvement.
- Developed and trained social media strategy, best practices, and security.

EDUCATION

MBA, IT Business Management
University of Phoenix, Phoenix, AZ
GPA: 3.94. Delta Mu Delta, Lambda Sigma Chapter, International Business Honor Society

TECHNOLOGY & AFFILIATIONS

Windows, Office, Excel, Word, Visio, PowerPoint, Teams, Azure, Active Directory, SharePoint, ITIL, AWS, BigFix, Smartsheet, Symantec Altiris, Salesforce Service Cloud, Five9, InContact, Remedy, JIRA, ServiceNow, Nimble Storage, Zendesk, ManageEngine, SaaS, PaaS, American Mensa, Citrix UG, Salesforce Trailblazers, Help Desk Institute, Toastmasters, Clifton Strengths Center, Symantec UG, ITIL San Diego, San Diego IT Directors Group, San Diego Remedy Users Group, Friends of Japan, Big Brothers/Big Sisters, Junior Achievement