

Justin G Burns, MBA

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SUMMARY

Over 15 years of strategy, management, and servant leadership practice driving maximum performance, optimized solutions, and world class customer support to over 400 Fortune 500 clients, including over 20,500 corporate, international and government customers. Successfully built and matured high-function IT solutions teams with a strong balance of strategic planning, network and systems technology knowledge, and a solid business acumen. Proven track record of people development, process improvement, cost reduction/containment, and total customer satisfaction for start-ups, market leaders and local up-and-comers alike. "Lead from the front" philosophy and demonstrable ability to encourage fun, build camaraderie among team members, and stimulate loyalty with employees.

PROFESSIONAL EXPERIENCE

ALLIANT INTERNATIONAL UNIVERSITY, San Diego, CA

2017-2019

IT Director, Contact Services

As IT Director, Contact Services, managed programs and teams to develop higher education public policy, perform advocacy, negotiate contracts, research improvements, and develop educational leadership with focus on admissions and marketing needs. Drove University strategies and technology to meet recruitment, enrollment, and service objectives, overseeing technical operations of Admissions, Marketing, Network Operations, and Help Desk departments to facilitate organizational effectiveness and efficiency. Championed processes and guided activities involving student support, infrastructure, help desk, and networking.

- Improved the lead management lifecycle of prospective students through program enrollment; data management, reporting, and analysis; increased efficiencies of call center activities, agent and organizational service levels by introducing RACI matrices, project management disciplines, and Atlassian JIRA Kanban tracking to prioritize projects and mitigate risks.
- Introduced change control and project management framework using user stories, measured deliverables, and business cases, reduced scope creep and resource waste, and set clear expectations, deliverables, and milestones for Admissions, Marketing, and vendor partners.
- Created and improved Admissions office training, and process documentation related to Student Information Systems (SIS), Salesforce, DocuSign, Five9, and Desk.com.
- Raised CSAT 26% and reduced aging cases through SLA reporting and guided management of IT support cases with goal to protect and improve customer service experience.
- Streamlined Admissions process for prospects via telephone and interactive voice response process, improving efficiency and reliability via Five9 and Salesforce integration.
- 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).
- 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.
- Negotiated project to outsource call center, reducing costs and improving burst capacity.
- Championed new knowledge management initiative to improve online knowledge base, and new hire training to improve customer experience (including next issue resolution) and loyalty.

MITCHELL INTERNATIONAL, San Diego, CA**2014-2017****Senior Manager/Interim Director, Technical Service Center**

As Senior Manager and Acting Director, developed and provided oversight of all areas of Technical Service Center (3 managers, 7 engineers, and 150+ phone agents across the US) delivering support to thousands of auto body shops and insurance carriers, with a \$6-7 million budget. Implemented collaborative model aligning with company's Agile methodologies to conquer complexity, improve services, and retain top technical talent.

- Slashed call hold times from 80% answered in 4 hours down to less than two minutes average-time-answer by creating efficient call workflow and skill-based routing.
- Created and managed fee-based Premier Support, providing concierge-level support to key customers for a nominal percentage of annual spend. Dedicated teams are comprised of well-seasoned agents with intimate knowledge of customer workflow and environments.
- 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 quality of support to customers, with improvement to NPS rating by a factor of 13.5%, reduced call abandon rate from 17% to 5%, and improved phone 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 challenging customer escalations and acted as liaison with product management, development, sales, account operation management, and executive management to communicate customer needs and provide feedback for future product revisions.
- 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.
- Developed customer self-help tools and online support with enterprise business team to avoid channel jumping and repeated requests, which impacted customer loyalty significantly.

POINTIVITY CLOUD SOLUTIONS, San Diego, CA**2013-2014****Director of Technical Services and Operations**

Hired and developed 16-person team (7 service desk, 8 network and systems engineers, 1 help desk manager) providing high-availability "infrastructure-as-a-service" solutions to clients in the USA, Mexico, 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 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 39% unplanned outages by 39%, by instituting clearly communicated maintenance schedules for network and systems equipment.

JACK IN THE BOX, San Diego, CA**2005-2013****Senior Manager, Business Technology Services**

Provided strategic direction for long-term endpoint solutions and leadership to a team comprised of 17 employees (8 desktop support technicians, 2 software purchasing and compliance administrators, 2 configuration management engineers, 3 Citrix/VM engineers, and 2 supervisors) who supported 1800 corporate employees and 3200 restaurant sites.

- Carved out \$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 Agile 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.
- Presented technology use cases at Symantec Vision, Citrix Synergy, and ManageFusion.
- Outsourced document services function to design lean operations.
- Researched and integrated new technologies for collaboration environment, acting as liaison between customers and systems development.
- Designed IT Service Desk, Configuration Management team, and Virtual Desktop Infrastructure group in line with ITSM priorities.
- Developed and trained social media best practices, security, and company Facebook and Twitter strategies.

ADDITIONAL EXPERIENCE**WEBSense**, San Diego, CA**Technical Services Manager 1998-2005****CONTIGO SOFTWARE**, San Diego, CA**Network Administrator 1997-1998****TALARIS SYSTEMS**, San Diego, CA**Technical Support Manager 1996-1997****BLUE CROSS**, San Diego, CA**Procurement 1993-1996****EDUCATION / TRAINING****MBA, IT Business Management (GPA 3.94)**

University of Phoenix, Phoenix, AZ

Delta Mu Delta, Lambda Sigma Chapter of the International Business Honor Society

BS, Business Management

University of Phoenix, Phoenix, AZ

Nimble Technical Sales Professional, Certified Business English Professional, Checkpoint Certified System Administrator/Engineer, Cisco Routing Configuration, HDI Help Desk Manager, Microsoft Certified Professional, Oracle & PL/SQL, Websense Certified System Engineer

PROFESSIONAL AFFILIATIONS

American Mensa, Salesforce Trailblazers, Help Desk Institute, Toastmasters, Salesforce Trailblazer Community, Clifton Strengths Center, INC, Symantec User Group, Angelbeat, ITIL San Diego, San Diego IT Directors Group, San Diego Remedy Users Group, Friends of Japan, March of Dimes, Big Brothers/Big Sisters, Junior Achievement