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SUMMARY

Over 15 years of strategy, management, and leadership experience 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 focus, 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 comradery among team members, and engender loyalty with employees.

PROFESSIONAL EXPERIENCE

MITCHELL INTERNATIONAL, San Diego, CA

2014-2017

Senior Manager, Technical Assistance Center

As Senior Manager and Acting Director, developed and managed all areas of Technical Assistance 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.
- 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).
- 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.
- Rolled out efficient call workflow and skill-based routing, resulting in reduced average call hold times from 3-4 hours down to 80% of all calls answered in less than 2 minutes.
- Spearheaded customer survey process, wherein team improved Customer Effort Score (CES) to 92%, Case Resolution (CR) to 94%, and Net Promoter Score (NPS) to 54.
- Drove project to outsource to vendor partners, reducing costs and improving burst capacity.
- 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, advanced "kaizen" mentorship program for subject matter experts, and collaborative support.
- 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.
- Simplified customer phone experience and reduced customer effort through phone IVR redesign with enterprise business team, project management, and business analysts.
- 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 trend and utilization reports to executive team and key customers with progress, critical issue identification, and "path to green" as needed.

- Improved customer self-help tools and online support with enterprise business team to avoid channel jumping and repeated requests, which impacted customer loyalty significantly.
- Championed new knowledge management initiative to improve online FAQs for customer, the internal knowledge base, and new hire training to improve customer experience (including next issue resolution) and loyalty.

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

Sourced and developed entire 16-person team (7 service desk, 8 network and systems engineers, 1 help desk manager) who provided high-availability “infrastructure-as-a-service” solutions to clients in the USA, Mexico, and South America. Introduced change management and service metrics to ensure adherence to published services levels.

- Developed change management, policies, standard operating procedures, and best practices.
- Organized and negotiated efficient allocation of IT resources to support clients and partners.
- Managed all client relations and projects for complex customer enterprise environments.
- Standardized all network, systems, and infrastructure documentation and reports for clients.
- Provided leadership, mentoring, and administrative direction for daily operational activities of team delivering Citrix XenApp/XenDesktop, SQL, SharePoint, Amazon Web Services, 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%.
- Reduced unplanned outages by 39%, having instituted 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.

- Increased first call resolution from 35% to 85+% in the first 12 months, using clear metrics, focused training, real-time user feedback mechanisms, and enhanced escalation methods.
- 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%.
- Saved \$180,000 in recurring annual G&A through controlled growth rate of business technology group to 12% while company staff grew at a rate of 40% over eight-year period.
- 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
CONTIGO SOFTWARE , San Diego, CA	Network Administrator
TALARIS SYSTEMS , San Diego, CA	Technical Support Manager
BLUE CROSS , San Diego, CA	Procurement
PETCO , San Diego, CA	Accounts Receivable

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, Help Desk Institute, Toastmasters, 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