



KELVI [REDACTED]

Career Profile

Performance-driven IT Manager with 4+ years of experience in the BPO industry. Adept at managing 24/7 technical support teams and ensuring 100% adherence to **Client SLAs**. Highly skilled in **Network Administration (Cisco/Fortinet)**, **VDI deployment**, and **Disaster Recovery planning**. Track record of improving **Mean Time to Repair (MTTR) by 25%** while managing a \$1M+ annual hardware and licensing budget.

PROFESSIONAL EXPERIENCE

[REDACTED] April 2025 – December

IT Manager

- Manage information technology and computer systems
- Plan, organize, control and evaluate IT and electronic data operations
- Manage IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance
- Design, develop, implement and coordinate systems, policies and procedures
- Ensure security of data, network access and backup systems
- Act in alignment with user needs and system functionality to contribute to organizational policy
- Identify problematic areas and implement strategic solutions in time
- Audit systems and assess their outcomes
- Preserve assets, information security and control structures
- Handle annual budget and ensure cost effectiveness

[REDACTED] September 2015 – February 2025

Site IT Engineer Lead July 2018 - February 2025

In the role of Site IT Engineer Lead at Foundever (SITEL), responsibilities include overseeing IT operations and ensuring efficient service delivery across the site. The role involves managing a team of IT professionals, streamlining processes, and ensuring compliance with company standards to enhance operational efficiency.

- Supervised IT support operations, ensuring timely resolution of technical issues.
- Implemented best practices for IT service management, improving overall service efficiency.
- Trained and mentored junior IT staff, fostering a culture of continuous learning and improvement.
- Collaborated with cross-functional teams to support organizational IT projects and initiatives.
- Documented IT processes and procedures, allowing for faster onboarding of new employees
- Led a team of IT professionals to successfully complete a major IT project on time and within budget
- Implemented IT helpdesk systems and tools, resulting in a X% improvement in IT support response time
- Conducted site visits to assess the conditions of existing buildings and offer solutions for renovations and repairs
- Developed an IT budgeting system that accurately tracked and monitored spending, resulting in a X% reduction in IT costs
- Negotiated contracts with IT vendors and third-party service providers, resulting in a X% reduction in IT costs
- Streamlined IT operations by automating manual processes, resulting in a X% reduction in IT costs

██████████ Site IT Engineer September 2015 – July 2018

Provided timely technical support to end users, resolving hardware and software issues to minimize downtime and maximize productivity.

Installed, configured, and maintained desktop systems, peripherals, and software applications to ensure optimal performance.

Collaborated with cross-functional teams to identify and implement IT solutions that improved efficiency and user satisfaction.

Conducted regular system upgrades and patches, as well as user training sessions to enhance knowledge and usability of technology tools.

Conducted regular system audits and updates to identify and resolve any issues or vulnerabilities, improving overall

