





Cleo R

IT Operations Coordinator | Technology Logistics Specialist



Service Flow Management

Administrative backbone ensuring seamless IT operations through precision coordination of:

- ✓  Support Scheduling - Optimal technician allocation
- ✓  Internal Comms - Clear IT announcements/changes
- ✓  Procurement Tracking - Order-to-delivery oversight
- ✓  Vendor Relations - Streamlined external partnerships

Operational Efficiency

Scheduling Excellence

- 25% faster ticket assignment
- On-call rotation management
- Emergency response coordination

Procurement Control

- Purchase order processing
- Asset receipt verification
- Budget tracking

Communication Hub

- IT newsletter curation
- Change advisory updates
- Department calendar management

Performance Highlights

Productivity Gains

- 40% reduction in scheduling conflicts
- 30% faster vendor response times

Cost Savings

- 15% procurement cost optimization
- 100% contract renewal compliance

Service Quality

- 4.9/5 internal satisfaction rating
- 98% communication accuracy

Operational Toolkit

- Scheduling: ServiceNow, Jira Service Desk
- Procurement: Coupa, SAP Ariba
- Comms: Microsoft Teams, SharePoint
- Documentation: Confluence, IT Glue

Professional Mantra

"Great IT operations depend on invisible coordination. I keep the gears turning smoothly so technicians can focus on solutions, not logistics."