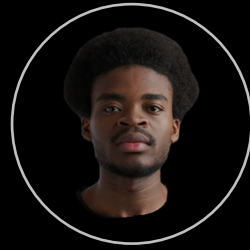






Ryan H



IT Service Delivery Coordinator | Infrastructure Custodian

Service Orchestration

IT operations specialist ensuring seamless technology experiences through meticulous coordination of:

- ✓  User Lifecycle Management - From onboarding to offboarding
- ✓  Access Governance - Right-sizing system permissions
- ✓  Data Protection - Reliable backup operations
- ✓  Maintenance Coordination - Keeping infrastructure current

Protection & Precision

Data Safeguards

- Automated backup systems (Veeam/Commvault)
- Regular recovery testing
- Compliance-aligned retention policies

Access Integrity

- Role-based access controls
- Multi-factor authentication
- Quarterly permission audits

Operational Excellence

User Enablement

- 98% onboarding completion SLA
- 40% faster provisioning
- Customized training materials

System Reliability

- 99.95% backup success rate
- 30% faster restore times
- Proactive capacity planning

Technical Toolkit

- Identity Management: Okta, Active Directory

- Backup Solutions: Veeam, Azure Backup
- Documentation: ITGlue, Confluence
- Monitoring: Datto RMM, Auvik

Service Philosophy

"Great IT service delivery should feel effortless - like well-choreographed infrastructure ballet where every permission, backup, and update lands perfectly on cue."