

MELVIN VIVES

DIRECTOR OF IT

PROFILE

With over two decades of experience in IT operations, project management, and technical support, I am a skilled IT professional with a proven track record of developing strategic visions, designing technology implementations, and leading effective teams. I excel at balancing competing constraints to achieve optimal results, and I have strong expertise in industry best practices and emerging technologies, focusing on customer satisfaction.

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SKILLS

- End-user services
- Project management
- Strategic planning
- Team leadership
- Industry best practices
- Emerging technologies
- Customer Satisfaction
- Process optimization
- Change management
- KPI management
- Hardware and software inventory management
- Hardware and software deployment
- Process improvement
- End-user training
- Antivirus and antispyware/malware solutions
- Mobile device support
- Remote support
- Ticket escalation

EXPERIENCE

DIRECTOR OF IT

co: collective

2019 - Present

- Lead end-user services teams to provide quality services by managing applications and tools.
- Identify optimization and process improvement opportunities, and work with business stakeholders and vendors to provide a strategic vision for new and supported applications.
- Develop end-user training and increase user adoption of new tools and processes.
- Lead and prioritize simultaneous projects, balancing constraints including scope, quality, scheduling, budgeting, resources, and risks.
- Build a robust technical culture within the end-user services teams, emphasizing technical excellence, rapid iteration, robust security, and frictionless user experiences.
- Participate in the company-wide software implementation and Change Management process.
- Define an ongoing monitoring program and set and measure KPIs.
- Build and lead highly effective teams, hiring top talent, identifying employee career development opportunities, and ensuring team engagement through setting goals, mentorship, and coaching.

EXPERIENCE

IT HELP DESK MANAGER

SourceMedia

2013 - 2018

- Supervised a desktop support team and provided day-to-day support for three US offices and off-site employees.
- Managed the team that provided in-depth knowledge of industry-standard creative and productivity software and various other publishing-related applications.
- Facilitated the employee onboarding and separation process and worked with management to leverage IT resources to improve departmental workflow.
- Researched new and existing hardware, software, and cloud-based services for inclusion into company standards.

Managed a team with offshore resources.

IT PROJECT MANAGER

WPP

2010 - 2013

- Maintained all Mac OS computers and resolved security issues caused by malicious software using antivirus and antispyware/malware solutions.
- Provided mobile device support and management.
- Directly supported satellite offices with no local support staff.
- Escalated tickets to appropriate support pools and followed through to completion.
- Managed hardware and software inventory and managed hardware and software licenses.
- Managed hardware and software deployment to end users and trained end users on hardware and software usage.
- Developed and maintained standard images for desktop deployment using Microsoft Deployment Toolkit.
- Administered VPN access for end users.
- Managed and troubleshooted the deployment of Sophos SafeGuard drive encryption for laptops.

AWARDS

- Project Management Skills: Time Management – Highly Proficient
- Supervisory Skills: Interpersonal Skills – Highly Proficient
- Administrator – Proficient
- Personality and problem-solving skills – Proficient
- Management & leadership skills: Planning & execution – Highly Proficient
- Social media – Expert
- Analyzing data – Proficient
- Technical support – Expert
- Attention to detail – Highly Proficient

INTERESTS

- Automation
- Artificial Intelligence
- Smart Home Technology
- APIs
- Efficiency
- Documentation
- Time Management
- Mindfulness Meditation
- Flower Arranging
- History
- Critical Thinking
- Sustainability