

## **Matthew S. Bradford**

<https://www.linkedin.com/in/matthew-bradford-1f1-092a566/>

---

### **OVERVIEW**

Creative, goal-oriented, ITIL certified executive with over 20 years of experience in leading complex technical support environments within multiple industries such as insurance, staffing, multimedia, and healthcare. Strong work ethic combined with a commitment to excellence and leadership. A proven leader recognized as a go-to resource and trusted advisor to senior management. An Information Technology Service Management (ITSM) champion with a passion for implementing industry standards.

---

### **PROFESSIONAL EXPERIENCE**

#### **Broward County Public Schools**

**Sunrise, Florida**

*Director, Computer Operations*

*May 2018 – Present*

Provide leadership and management for Broward County School District in the daily operation of the Computer Operations Center, Metro Tech Services, Bursting Unit and the IT Service Desk. Develop and monitor standards, procedures and operating schedules to meet deadlines for both routine and emergency deadlines. Communicate frequently with school and department personnel to assess changing requirements and to coordinate the delivery of data processing services. Evaluate hardware and software solutions for the purpose of refresh/replacement of Operations Center technology. Work with Procurement & Warehousing Services to create request for proposal (RFP's), bids, and quotes for procuring equipment, services, and maintenance agreements. Assist schools and departments in the scheduling and generation of file(s), updating and report creation including full-time equivalency (FTE) support, student information system (TERMS) support, financial system (MSA) support, and maintenance management system (COMPASS) support. Assist state, external, and internal auditors by providing requested information. Develop short and long-range goals, objectives, and priorities for unit and technology department in conjunction with other technology directors and CIO, including overseeing the Emergency Preparedness Plan and performing capacity planning for the Computer Operations Center.

#### **Sheridan Healthcare**

**Sunrise, Florida**

*Director, IT End User Services (ITSM Director)*

*January 2016 – May 2017*

Lead the IT Service Desk, Desktop Support, VIP Concierge Support, Field Services and ITSM Support teams. Responsible for the structure, implementation and maintenance of IT Service Management framework along with all related policies and procedures. Also served as Service Delivery Director for IT Department providing oversight of all support processes, the establishment of aggressive key performance indicators (KPIs) while driving continuous evolution and improvement of IT support for the company. Provided leadership to 40 direct reports throughout multiple states including Arizona, Florida, Kansas, Missouri and Texas. Accomplishments include but are not limited to:

- Managed annual departmental budget of over 4 million dollars
- Oversaw Sheridan transition from BMC Service Desk Express to the Cherwell ticketing system
- Established the VIP Concierge Support team to provide quality support to our Executive Team

*Manager, IT Support and Services*

*January 2010 – January 2016*

Managed the IT Service Desk/ Desktop Support and IT Procurement Teams to ensure courteous, timely, and effective resolution of end user issues. Established, enforced service levels agreements, identified, recommended, developed, and implemented end user training programs to increase computer literacy and self-sufficiency. Maintained relationships with the Technology department and all Sheridan business units. Liaised with vendors for the procurement of new systems technologies, oversee installation, and resolve adaptation issues by managing the procurement supplier relationships for the company. Provide leadership to 20 direct reports. Promoted to Director, Enduser Services as of January 2016.

- Consistently worked directly with vendors in order to obtain attractive equipment pricing for Sheridan, saving the company more than 30% in annual IT equipment spending.
- Restructured support organization into multiple teams (Service Desk, Desktop Support and IT Procurement) resulting in specialized support for customer base
- Participated in Sheridan's first 18-month, leadership development program; graduated in 2015
- Served as the "Face of IT" and was a tireless advocate for the customer

## **Matthew S. Bradford**

Résumé, Page 2

### **ScriptRx**

**West Palm Beach, Florida**

*Senior Manager, Technical Operations (Contract Position)*

*April 2009 – August 2009*

Provided interim leadership support to Technical Operations team of 10 direct reports responsible for the hardware and software support of the company's customer base as well as responsible for the implementation of industry best practices.

- Monitored call load, response time, and quality of support provided to ensure support efficiency
- Monitored and managed production hardware and data center which hosted the ScriptRx software
- Participated in the product development process by providing feedback to product management on priorities and specification and representing the customer perspective
- Participated in the sales process by interacting with prospective customers and answering their questions about ScriptRx' technical support

### **DayJet Corporation**

**Boca Raton, Florida**

*IT User Services Manager*

*July 2007 – May 2008*

Responsible for the management of the IT Service Desk, Desktop Support Department, as well as the IT Field Services Department. Manage the IT User Services department to ensure timely documentation, escalation and resolution of all customer issues to minimize business impact and maximize productivity. Implemented ITIL principles within the IT support organization in order to effectively comply with industry best practices. Direct management of 15 direct reports.

- Procured and tracked all IT assets and distribution to end users
- Developed and implemented administrative procedures to monitor, log, and track problems and requests to ensure the support organization was meeting its Service Level Agreements
- Analyzed calls to identify problem trends and recommended appropriate actions to mitigate the business impact including improved documentation, team/user training, topic training, or system changes

### **Sun-Sentinel**

**Fort Lauderdale, Florida**

*End-user Support Manager, Technology*

*August 2006 – June 2007*

Responsible for the management of the Technical Helpdesk, Desktop Support Department, as well as the level 1 Telecommunication Department. Provided project and change management support in addition to establishment of quality standards, policies and procedures. Managed a team of 15 direct reports.

- Assisted in project management, allocating resources for various projects in a support capacity and developing schedules/timelines
- Improved support quality results by analyzing, evaluating, redesigning processes and implementing changes
- Implemented ITIL principles within the IT support organization in order to effectively comply with industry best practices

### **Champion Solutions**

**Boca Raton, Florida**

*Network Operations Manager (Contract Position)*

*December 2005 – July 2006*

Managed Service Desk, Desktop Support and Network Operations teams to ensure all IT related issues and services are being managed, provisioned, implemented and supported properly to allow for future growth and stability within the managed service business unit.

- Ensured SLAs were created appropriately and met for each customer relating to overall technology related issues and the performance of these areas
- Responsible for server environment monitoring, maintenance and overall support
- Attended regular status meetings with IBM support leaders, customers and management to ensure proper handling of customer builds service related issues

**Transeastern Homes**

*IT Helpdesk Manager (Contract Position)*

Responsible for re-engineering the Technical Helpdesk to upgrade and align with current industry best practices. Provided oversight of day-to-day activities of IT Helpdesk to ensure compliance with customer service standards.

- Maintained standard purchasing guidelines to achieve highest value while taking advantage of all available cost saving opportunities
- Took appropriate action to improve deficiencies so that departmental standards and objectives were achieved

**Coral Springs, Florida**

*July 2005 – November 2005*

**Spherion**

*Technical Helpdesk Manager/Project Manager*

Provide oversight for day-to-day activities of the Technical Helpdesk to ensure Spherion and departmental standards for customer service are maintained. Serve as liaison between outsourced clients and the company in an effort to maintain productivity and overall support quality.

- Oversaw Spherion transition from Vantive to Remedy; managed project deliverables, resource allocation, and issue tracking
- Managed outsourced client end-user support; maintained client relationships regarding various support needs by staying abreast of updated technology, systems and applications that impacted the business.
- Worked closely with STI Knowledge™ in order to certify the entire group of technical support professionals with the Certified Helpdesk Professional certification
- Acted as point of contact between multiple levels within the company during software transition; coordinated appropriate end user testing of software prior to deployment to the user community

**Fort Lauderdale, Florida**

*February 2001 – June 2005*

---

**EDUCATION**

**Bachelor of Science**

*Jackson State University*

**May 1995**

*Jackson, Mississippi*

---

**CERTIFICATIONS**

**Certified IT Service Desk Professional**

*STI Knowledge™*

**Certified IT Service Desk Manager**

*STI Knowledge™*

**Certified IT Service Desk Director**

*STI Knowledge™*

**ITIL Foundations Certification v3**

*New Horizons™*

**A+ Certification**

*CompTIA*