

# MICHAEL G. PLATT

206.229.5712 – [mgplatt@msn.com](mailto:mgplatt@msn.com) – [LinkedIn Profile](#)

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## Technical Services & Support Director

*Services & Support Management • Strategy & Planning • Client Relations • Staff Development*

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### SUMMARY OF QUALIFICATIONS

Innovative and pragmatic Director with track record of designing compelling business cases to improve operational processes and upgrade systems. Extensive change management expertise in service planning, development, and managing budgets up to \$3.5M+. Talented communicator and leader; adept at developing superb staff.

- **Strategic Leadership** - Identify opportunities for appropriate and cost-effective investment in systems and resources including staffing, sourcing, purchasing, and in-house development; facilitate transformation of information systems with customers, business unit leaders, and personnel; create and monitor budgets.
  - **Interpersonal Skills** - Promote and oversee strategic relationships between internal resources and external entities, including government, vendors, partners, and clients; supervise recruitment, development, and organization of IT staff within budgetary objectives and personnel policies; strong employee retention record.
  - **System Integration & Upgrade** - Review hardware / software acquisition and maintenance contracts; define and communicate corporate plans, policies, and standards for acquiring, implementing, supporting, and operating services & support; provide improved technologies for customers and suppliers to increase service, revenue, and profitability.
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### PROFESSIONAL EXPERIENCE

#### **SERIALS SOLUTIONS, Seattle, WA**

2007 – Present

*A business unit of Proquest providing an integrated family of products to libraries around the world offering e-resources.*

#### **Executive Director, Global Client Support & Services**

Lead Library Client Support & Services departments to provide efficient and effective support to a growing client base of 4000+ libraries around the globe. Shine in project and vendor management on high-profile projects to ensure accountability and timely completion. Create and manage yearly staffing, training, & expense budgets within guidelines including raises, promotions, professional services, and contractors. Develop business cases for additional systems and resources.

- Implemented incident tracking and support systems from RightNow Technologies to increase efficiency.
- Achieved 92% success in Help Desk Institute survey measuring customer satisfaction on incident close rates.
- Spearheading headcount-neutral transition from local, English-speaking product support team to global, multi-lingual team to improve competitiveness and client satisfaction by providing customer support in local languages.
- Leveraging diversified location of staff to achieve “follow the sun” support model.
- Outsourcing of lower-level tasks to a 3<sup>rd</sup> party in India to maximize use of higher cost staff.
- Oversee \$3.5M+ annual budget and mentor four to six managers with a total responsibility of 46 staff members in 7 countries, soon to be 8 countries.
- Incorporated products, support, and resources in three major acquisitions, one of which was integrating a 100% remote virtual team, strategically terminating staff in phases, and redistributing support for 1500+ clients.
- Created successful \$50K business case for upgrading phone system in response to WebFeat acquisition.
- Cited in the Charleston Advisor 11<sup>th</sup> Annual Readers’ Choice awards as having the “Best Customer Support”.

#### **T-MOBILE INC., Bellevue, WA**

2005 – 2007

*A national wireless communications company with over 20 million subscribers.*

#### **Analyst 4, Enterprise Resource Planning, Back Office, 2007**

Led analysis and documentation of business issues assessed as needing automated solutions. Helped identify, evaluate, and develop cost-effective systems and procedures meeting business needs. Served as liaison with internal users.

#### **Manager Level 2, Application Support Payment Processing, 2005 – 2006**

Led eight technical operations staff, including one remote employee, supporting mission critical applications moving payment data between clients and banks. Participated in project meetings and strategic planning to ensure support and success of business objectives. Contributed to ensuring 24/7 reliability of systems supporting \$20-25M weekly. Recruited, trained, mentored, and terminated to support employee growth and team performance. Designed QA scenarios by working directly with database teams.

**SOUTHERN DATACOMM INC.,** Largo, FL

2004 – 2005

***Client Services Manager***

Supervised and developed the 24x7x365 Tiered Client Services department in a fast-paced, business critical environment to provide efficient and effective support to a client base of 35,000+ users. Developed career paths, set performance expectations, created new positions, and defined job descriptions. Mentored 5 department supervisors with a total staff responsibility of 70+ employees, creating dynamic ongoing training and development opportunities for staff.

- Played key role leading the Business Continuity Committee, one of the most essential teams in the organization.
- Established a formal training program for new employees, reducing the time to productivity by 70%.
- Initiated customer survey to measure department performance; “best the department has run in over 6 years.”

**DR. NOTES, INC.,** Boca Raton, FL

2003 – 2004

***Vice President, Client Services***

Supervised 16 direct reports and developed Technical Support Engineers and Customer Service Agents to provide efficient and effective support to new and existing clients. Established policies and procedures to support growth. Supported rapidly expanding client-base with systems running Windows 2000/2003, Terminal Services, and Wireless technologies. Established a more efficient HIPAA-compliant remote support solution. Implemented HL7 compliance.

- Increased the efficiency of the Technical Engineering staff to support a growing client base, boosting satisfaction in customer service from a single-digits to 98%.
- Generated revenue by organizing, creating, and implementing a Support Agreement Renewal process.
- Developed support tiers and increased team morale through effective responsibility management and mentoring.

**CITY OF REDMOND,** Redmond, WA

2001 – 2003

***Support Services Manager***

Supervised and developed Technical Support Services team and Reprographics division. Led high-profile projects for the Mayor’s office and City Council. Established policies, procedures and mission statements to enhance effectiveness of support services. Implemented a call-tracking system (Track-It!) for analysis of trends and training opportunities.

- Transitioned 700+ employees to Dell computers and ensured support analysts were Dell-certified, saving \$35K per year on reduced spending for outsourced computer maintenance.
- Implemented City Technology Training Program 21% under budget and received funding to continue program.
- Named 2002 Team of the Year, a recognition by the Mayor of Redmond for outstanding contributions.
- Attained a 70%+ issue closure rate within four hours of initial problem report through training for efficiency.
- Trained employees to perform unattended installation of commercial and custom software, saving \$30K.

**CBS MARKETWATCH,** Minneapolis, MN

2000 – 2001

***Manager, Information Systems Support***

Built an Enterprise Solution Center for a financial news organization with 15 offices throughout the world. Supervised analysts in 3 cities. Oversaw desktops and servers including integrating 15 offices into a private network.

- Organized and streamlined the process of providing technical equipment for new and existing employees.
- Implemented Remote Desktop Sharing program, increasing client support and saving \$25K.

**CEXEC INC.,** Dulles, VA

1999 – 2000

***Senior Contractor / Help Desk Technician***

Traveled across U.S. performing system upgrades, installations, and training for new technology implemented by USPS.

**COMTECH SOLUTIONS, INC.,** Minneapolis, MN

1996 – 1999

***Vice President and Manager of Technical Support***

Responsible for Information Technology decisions. Ensured quality service was provided to clients and assisted them in developing first-level support. Consulted with Norwegian company to create partnership for new product launch.

**EDUCATION & CERTIFICATIONS**

**Bachelor of Science, Business Management** – Minnesota State University, Moorhead, MN

IT Service Management Foundation Certification (ITIL), 2006 • Microsoft Certified Systems Engineer, 1999

Administering Microsoft Systems Management Server 2.0 • Supporting, Troubleshooting, and Optimizing Windows 2000 Support Center Director Certification, Help Desk Institute, November 2011

***Professional Associations:*** Help Desk Institute