Jeff Whitehouse

IT Service Delivery Manager

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Fourteen years in enterprise IT support, from first-line analyst to leading helpdesk and asset management teams. I administer ITSM platforms, run ITIL-aligned incident, request, problem, and change processes, and own hardware and software procurement across multi-site organizations. Escalation point for high-priority incidents and the department's day-to-day interface with leadership.

Experience

IT Service Delivery Manager

Mar 2020 – present

IES Communications · Tempe, AZ

- Direct and mentor the helpdesk and IT inventory/asset teams; set service delivery standards, goals, and coverage across national field and corporate offices.
- Administer the enterprise ITSM platform — custom workflows, queues, and service catalogs — and extended it beyond IT so other departments run their requests through it.
- Implement ITIL-aligned incident, request, problem, and change management, standardizing escalation paths and cross-functional resolution.
- Own IT procurement: recurring hardware and software purchasing, licensing compliance, and wireless carrier account management.
- Build service delivery metrics and leadership dashboards; primary escalation manager for high-priority incidents, coordinating internal teams and third-party vendors through complex recovery efforts.
- Supported a post-acquisition Microsoft 365 tenant migration: mailboxes, SharePoint, OneDrive, Teams, and Autopilot/Intune laptops.
- Helped build the department knowledge base and technician onboarding material covering HRIS, ITSM, Active Directory, and vendor management.

Helpdesk Administrator → Lead Helpdesk Administrator → Helpdesk Manager (Aug 2024) → IT Service Delivery Manager (Sep 2026)

Level II Service Desk Analyst

2018 – 2020

Serco North America · Dayton, OH

- Senior escalation point for Tier 1 analysts on complex OS, software, and network connectivity issues in an outsourced enterprise service desk.
- Raised first-contact resolution and queue efficiency by coaching front-line analysts on troubleshooting method and root-cause analysis.

Help Desk Analyst

2011 – 2018

ATOS IT Services · Mason, OH

- Enterprise first-line support: account management, Active Directory administration, software deployment, and incident triage for large client environments; worked with Tier 3 engineers on complex incidents through resolution.

Skills

Service management — Freshservice, Jira, ServiceDesk Plus, ServiceNow, Zendesk; ITIL 4 incident, request, problem, and change; SLA governance; service catalogs; cross-departmental workflow design.

Leadership and operations — Directing helpdesk and inventory teams, coverage planning, mentoring and reviews, technician onboarding, knowledge base development, escalation management.

Procurement and assets — Hardware procurement, software licensing and compliance, wireless carrier accounts, vendor negotiation, asset tracking from intake to decommissioning.

Systems — Windows 10/11 fleet management, Active Directory, Microsoft 365, Intune/Autopilot, VoIP, TCP/IP, DHCP, DNS, PowerShell.

Certifications and education

Sep 2026	CompTIA Network+
Sep 2024	ITIL 4 Foundation
Jun 2024	Microsoft Azure Fundamentals (AZ-900)
in progress	CompTIA Security+
2012	A.A.S., Cisco Network Engineering Sinclair Community College, Dayton, OH