CHRISTOPHER W. LOVE, MSM, PMP

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SENIOR OPERATIONS EXECUTIVE: TECHNOLOGY – CLIENT SERVICES & SUPPORT

Performance Optimization │ Business & Enterprise Operations │ Operating Cost Reduction

Energetic leader equipped with 20+ years of progressive product and service development, support operations, and scalable growth planning in global technology markets; demonstrated expertise managing cutting-edge technology integration, leading mission-critical corporate initiatives, driving world-class quality, client experience, and revenue outcomes.

Dynamic communicator respected for ability to easily connect with diverse populations, develop world-class teams, and achieve stakeholder buy-in. Dedicated to consistently elevating standards to support scalable expansion and P&L health.

SIGNATURE STRENGTHS

Solid leadership acumen across: Process Streamlining, Project Management Principles, Channel & Product Expansion, Infrastructure Planning, Policy Development, Crossfunctional Teams, Recruiting, Training & Performance Management.

- Service/Product Development
- Policy/Process Formulation
- New Technology Functions
- World-Class Support Operations
- Risk Identification/Mitigation
- Project/Program Management
- Infrastructure Growth Planning
- Budget Administration
- Mentoring/Staff Development

Decreased ticket handling time by 340%+ by implementing best-practice ticketing systems for Support, IT, and Engineering use.

Developed mentoring and recognition programs to help define culture and increase team happiness.

Top-tier performer with *100% SLA achievement, 96%+ customer satisfaction, and 80% 1st call resolution rates.*

Authority in organizational processes. Led AIP for documenting, revamping and building 40+ strategic planning processes.

PROFESSIONAL EXPERIENCE

VP, Technology (Operations & Support) | LYNTONWEB, LLC   **2017 – Present**

100% virtual marketing agency and HubSpot Elite Partner specializing in custom CRM/ERP integration development.

Key operations leader – responsible for more then 2/3 of company revenue – reporting directly to the CEO. Strengthen support, development, and serviced revenue model performance/operational vigor with leadership of the Support Organization, $2M budget, and 23 direct reports, Support Engineers, Integration Developers, Project Managers, and R&D teams.

- ☑ Pioneered high-impact strategies and leadership opportunities that built a culture of innovation, collaboration, and personal accountability with *400% team growth in 2-years* and *50% YOY revenue improvement.*
- ☑ Launched new policies to improve employee satisfaction and customer experiences – enhanced SLA adherence from 73% to 100% and *catapulted customer satisfaction to greater than 96%.*
- ☑ Introduced 1-on-1 mentoring, Individual Development Plans, new customer and employee training and onboarding protocol, employee recognition, commission plans, cross functional teams, performance review enhancements, and a Leadership Adademy.
- ☑ Analyzed and reported performance statistics, success metrics, business trends and employee statistics on a weekly, monthly, quarterly, and annual basis.

Director, Technical Services & Support | JERA PARTNERSHIPS, LLC   **2014 – 2017**

Rapid-growth CXO/leadership team consultancy firm, aligns business and people strategies to realize organizational goals.

Directed corporate planning as a vital business strategist and roadmap architect; ensured quality client service, global support operations, business channel expansion, and services revenue model development in a highly competitive market. Scaled IT infrastructure, captured trending opportunities, and provided world-class client experiences.

- ☑ Performed research across local, national, and international markets; remained current with rapidly evolving best-practices, emerging and cutting-edge technologies.
- ☑ Pioneered automation and digital transformation initiatives – built business case, earned approval, and organized resources/implementation; built and maintained web presence at the enterprise level.

PROFESSIONAL EXPERIENCE, CONTINUED…

Global Technical Support Manager & US IT Director | FTR, LTD   **2015 – 2016**

For the Record (FTR) is an industry-leading digital court recording solutions provider.

Rebuilt failing global support operations with bottom-line responsibility for $500K Global Support budgets; led domestic and international teams (Field Service, Technical Support, IT) to transform performance and infuse a 'quality in execution' culture during a time of exponential growth.

- ☑ Revitalized policies, installed a customer care organization focused on proactive product support; *decreased ticket handling by 340%, backlog by 331%, and open tickets by 354%* during consistent expansion.

- ☑ Recruited and coached top-performing teams to deliver a compelling brand promise; *realized 95%+ SLA achievement, 90%+ customer satisfaction, and 80% 1st call resolution rates.*

- ☑ Captured expense reduction opportunities *realizing $9K+ recurring cost and $60K+ maintenance fee annual savings.*

Technical Support Manager, Americas & Project Coordinator | ENVIVIO   **2013 – 2014**

Envivio is a software-based video processing and delivery solutions company; acquired by and rebranded to Ericsson.

Contributed vision and thought leadership, tasked with launching new domestic Support Office; served as primary source for strategy, guidance, recommendations, and solutions across global technical support operations, case escalation and problem resolution for key accounts in 35 Countries.

- ☑ Defined unified and streamlined support contact policy across the organizational footprint; implemented 24/7 hands-off support procedure *that improved customer satisfaction and reduced support service costs.*

Senior Systems Engineer | FRONTIER AIRLINES   **2013**

Ultra-low-cost carrier and subsidiary of Indigo Partners LLC; operates flights to 54 US and international destinations.

Recruited to project manage full-lifecycle upgrade implementations and server administration (maintenance, upgrades, vendor management) with a strong focus on virtual environments, innovative core technologies, and end-user training to unify data access, reporting capabilities, and cost-efficient performance across a variety of platforms, locations, and systems.

- ☑ Outperformed aggressive project targets from server integration, receiving and planning, to decommission; delivered complex domain split initiative and data migration across 100's of virtual and physical servers.

US Technical Support & IT Manager | MIRADA MEDICAL   **2012 – 2013**

Prominent global medical imaging software provider with scientifically advanced technology solutions.

Created the global Technical Support Department and Customer Relationship Management systems from scratch; guided long-term strategy and day-to-day management of technical support procedures and IT connectivity infrastructure.

- ☑ Created shared knowledge bases and customer facing self-help portal that *reduced case handling time by 50%;* authored new ticketing center guidelines to better document issue tracking in a highly regulated industry.

- ☑ Defined first set of standards, benchmarks, and metrics; tracked performance, activities and results vs. targets, *increased data quality and report access with high-availability SQL and virtualization technologies.*

FOUDATIONAL EXPERIENCE   **2001 – 2012**

Early career laid the foundation for success in corporate IT infrastructure and technical support operations; strengthened controls and introduced best practices to achieve productivity targets:

Senior Technical Support Engineer, QUANTUM CORPORATION

Technical Support Engineer, VMWARE

Network Engineer, KYOCERA

EDUCATIONAL ACHIEVEMENTS, PROFESSIONAL AFFILIATIONS & VOLUNTEER

Master of Science, Management (MSM)
Argosy University of Business, Phoenix, AZ

Bachelor of Arts (BA), Psychology
North Central College, Naperville, IL

- **Project Management Professional (PMP) #1977977**
Project Management Institute

- **ITIL-F Certification #5685238.20534478**
Information Systems Examination Board

- **Six Sigma Green Belt Certified (CSSGB)** – Expert Rating

- **Kaizen Certified Professional (KCP)** – Expert Rating

- **Technology Certifications**
VMware Certified Professional (VCP)
Microsoft Certified Professional (MCP)
A+ Certified
Google Analytics Individual Qualification (GAIQ)
Multiple HubSpot Certifications (12+)

- **Additional Certifications**
Certified Professional Life Coach (CPLC)
CNLP Certified – NLP Practitioner
Colorado Notary Public

- **Member**
Project Management Institute (National & Mile-High Chapter)
Sigma Beta Delta Business Honor Society
International Law Enforcement Educators & Trainers Association (ILEETA)

- **Volunteer**
Hire Heros USA - Volunteer to assist military veterans and their spouses with career counseling, LinkedIn, and interview preparation including mock interviews.

Outside of work I am an active musician (bass player), brewer/certified beer judge, certified luthier & 5th degree black belt – these activities keep me healthy, energized, and engaged with my community.