

# Connel Valentine

4 Hanover Road, Brampton, ON L6S 4J1 • Phone: +1 (289) 541 5678 • [connelvalentine@gmail.com](mailto:connelvalentine@gmail.com)  
<http://www.connelvalentineresume.com>

---

## Executive Summary

I enjoy making people's lives easier through technology. I've been in the IT Service Management field for well over a decade, with my experience spanning from hands on technology expertise through to leadership and customer service.

## Soft Skills

I **communicate** to my senior management and team mates by talking straight, getting to the point, and preferring personal interactions over email for critical issues

My **documentation**, presentations and spreadsheets show that it's been given attention to detail

When I'm given a problem to solve, my **analytical thinking** helps me address risks and all stakeholders in the situation, and create plans to manage them

I take **time management** seriously by getting straight to the point, attending meetings only when I'm needed, and ensuring my meetings have agendas and strict timelines

## Projects

Service Now Migration  
Disaster Recovery and BCP  
New Office Builds  
ISO9001 Certification  
Remote Office Builds  
Budget and Procurement App

## Certifications

PMP Certified  
ITIL v3 Operations / CSI Certified  
HDI Team Lead Certified

## Education

Bachelor's Degree in Computer Science, Champlain College

## Professional Experience

### IT Service Desk Team Leader, ROGERS COMMUNICATIONS

July 2015 – Present, Toronto, Canada

*When Rogers decided to bring the Service Desk back in-house from an outsourced offshore company, they brought me in to lead a team of 15 Service Desk agents at the Toronto head office. My mission was to ensure that our team were motivated to provide world class customer service*

I regularly have one on one meetings with my team to **coach** and **mentor** them, providing encouragement in what they excel in, and guidance in areas they should work on, especially during performance reviews. Conversations can get tough but I ensure that the team is aligned with our department's **goals**.

The team's performance is monitored with monthly **quality** assessments, **development** discussions, and most importantly constant **feedback** through weekly report distribution and conversation. I'm proud to see my team consistently meeting or exceeding their objectives during annual performance reviews.

When my team faces a tough situation with a customer, I jump in to handle the **escalation** and manage the **conflict**. We've successfully maintained 95% CSAT ratings with our proactive mindset.

---

### IT Manager, INTERNATIONAL SOS

May 2007 – April 2015, Dubai, United Arab Emirates

*I joined International SOS as they were going through rapid expansion and building their first mission critical assistance center. They decided they needed additional in-house IT expertise to sustain and protect its operations*

I built the **infrastructure** from the ground up, learning new technologies in PABX, virtualization, networking. Our virtualization design saved the organization approximately \$200,000 in capex and \$25,000 in annual opex.

I was responsible for overseeing our annual **quality** audits hosted from our head office, to ensure we met the standards required to run a mission critical assistance center. I encouraged our team to keep our **documentation** up to date and carry out our operations with discipline - we aced our audit every year, and built a reputation as being the most stable site in the group.

---

### IT Engineer, WÄRTSILÄ

June 2003 – April 2007, Dubai, United Arab Emirates

*Wartsila were expanding and creating multiple branches, and they needed someone dedicated and mobile to support the IT needs of the company across those locations. This is where I learned the art of **technical troubleshooting** and **communicating** with all levels of staff in an organization.*