Richard Walsh

TECHNOLOGY · IT OPERATIONS · SERVICE MANAGEMENT
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PROFILE

Experience spanning IT leadership, service management and business operations, with progression from IT Technician to Director of Information Technology. Open to selected projects and engagements in IT support, helpdesk, management, operations, ITIL service improvement and business operations.

EXPERTISE

IT leadership & service delivery · ITIL · Standards & quality assurance · Policies & training
Website design · Payroll support · Accounts management · Operational documentation

EXPERIENCE

Independent Professional | Business Operations Support

2024 - present

Provide business operations and administrative support covering payroll, accounts management, operational documentation and website design. Additional skills include tax return preparation.

Charter Schools USA

July 2012 - December 2023

Progressed through technical support, team supervision, quality assurance, service desk management and IT leadership. Selected experience included standards and quality assurance across more than 78 locations, ITIL implementation, policies and training documentation, and supervision of eight technicians across 13 locations.

> Director of Information Technology
> Sep 2022 - Dec 2023
> Sr. Manager of IT
> Jan 2019 - Aug 2022
> Sr. Service Desk Manager
> Sep 2017 - Dec 2018
> IT Standards, Evaluation & Quality Assurance Manager
> Oct 2015 - Oct 2017
> IT Technician Supervisor
> Jul 2013 - Oct 2015
> IT Technician
> Jul 2012 - Jun 2013

Barrister Global Services Network | IT Technician

January 2010 - July 2012

Delivered on-call technical support for business and home customers across computers, point-of-sale systems, servers and printers, working to service level commitments.

OneSource Ltd, Ireland | Operations Manager

January 2006 - May 2012

Managed commercial and apartment property services, staffing and customer relationships, with responsibilities spanning statutory and safety requirements and accounting, taxation and operational reporting.

EDUCATION & PROFESSIONAL DEVELOPMENT

Computer Engineering degree · Valencia College, Orlando · GPA 3.8
Previous training and certifications include CompTIA A+, Network+ and ITIL.