

SCOTT A WILLIAMS

Results oriented professional with extensive experience in information technology (IT), process improvement, and organizational enhancement. Highly motivated, team-oriented leader with strategic insight and the ability to direct individual accomplishments toward organizational objectives.

QUALIFICATIONS

Information Technology:	Tactical IT professional with experience across small business and Fortune 500 companies in insurance, banking, manufacturing, healthcare, and technology. Extensive knowledge of IT Service Management processes, operations, and leading-edge IT solutions.
Organizational Development:	Successful team player involved in strategic and procedural analysis for individual, group, and organizational change management/improvement efforts.

EDUCATION & PERSONAL DEVELOPMENT

M.S. ORGANIZATIONAL DEVELOPMENT & ANALYSIS, CASE WESTERN RESERVE UNIVERSITY, 2003
THE WEATHERHEAD SCHOOL OF MANAGEMENT

B.S. COMMUNICATIONS SYSTEMS MANAGEMENT, OHIO UNIVERSITY, 1988
CONCENTRATION IN BUSINESS MANAGEMENT AND TELECOMMUNICATIONS

ITIL V3 Service transition Certification	Microsoft Desktop Tools
ITIL V2 & V3 Foundation Certification	HP Service Manager, uCMDB/CMDB, Asset Manager
ISO 9000 Process Documentation & Auditing	IT Service Management Tools
Problem Solving & Root Cause Analysis	Hummingbird BI Suite & Crystal Reporting
Six Sigma Green Belt & Black Belt	Lucent/Avaya Definity Certification

EXPERIENCE

JULY 2014 – PRESENT

SR. SERVICE OPERATIONS MANAGER, OPENTEXT

Sr. Manager for the Incident Management and Problem Management teams supporting 24x7x365 support of more than 400 Services used by 50,000 Clients/500K+ Trading Partners of the leader in Enterprise Information Management.

- Manager for team of 8 employees, staffed around the globe for 24x7x365 support of Critical Incidents.
- Manager for a team of 7 employees in the US/India supporting daily Problem Management and Root Cause Analysis.
- Process owner supporting the response and resolution to hundreds of incidents/problems that may be impacting one or more services and clients.

SCOTT A WILLIAMS (CONTINUED)

NOVEMBER 2009 – JULY 2014

IT BUSINESS ANALYST, ROCKWELL AUTOMATION

Contractor/consultant hired on fulltime to own and support the Configuration Management process for an IT organization within a manufacturing and engineering company.

AUGUST 2007 – APRIL 2009

IT SERVICE MANAGEMENT PROCESS OWNER, NATIONAL CITY CORPORATION

Strategic member of the Service Delivery organization responsible for designing, implementing, and supporting IT Service Management processes and technologies at a large financial institution. Owner and manager of the Configuration Management discipline.

JANUARY 2007 – APRIL 2007

SR. ADVISOR, CHANGE MANAGEMENT, UNIVERSITY HOSPITALS

Advisor for organizational change management and communications on the initiation of an Electronic Health Records project at a community-based health care system with more than 150 locations.

OCTOBER 1994 – JANUARY 2007

IT PROFESSIONAL, PROGRESSIVE INSURANCE

Significant contributor, technician, and program manager for the Information Technology organization within an innovative insurance company.

SEPTEMBER 1988 – MARCH 1994

IT CONSULTANT, PCT, INC.

Successful career growth with an IT consulting company that provided services to small-medium businesses in Ohio and banks of all sizes across the US.

RELATED EXPERIENCE

- Technical Systems & Data Analyst/Internship – Reliance Electric, Cleveland, OH
- Resident Assistant – Ohio University, Athens, OH
- Sales Associate – The May Company, Cleveland, OH

KEY ACCOMPLISHMENTS

- **IT Service Management/ITIL Process and Technology Deployments:** Development, training, deployment, and support of best-practices, policy, process/procedure, and technologies used by 8000-30,000 employees across mid-
- **Project Management:** Full life-cycle management of projects related to technology, process, organizational improvements involving 10-100's of employees and budgets from \$100-\$1M.
- **"Common Vision" Strategy Sessions:** Initiated and facilitated efforts to establish new strategic direction and improvements for IT technicians, managers and executives.
- **ITSMF '09 Conference Speaker:** Co-presented a 1-hour session on Organizational Change at a nationwide convention in the industry's premier ITSM event.
- **Training & Workshop Development:** Developed and facilitated workshops and training sessions on leadership, team-building, technology/software, and process/procedure for IT organizations.