

# CHERYL A. HARPER

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## INFORMATION TECHNOLOGY MANAGER

*IT Service Delivery ~ Customer Service & Call Center Operations ~ Project Management*

Solution-focused, business-savvy IT Manager with a record of career success managing multi-site global operations, directing all aspects of IT service delivery, and implementing systems for instant tracking and customer support improvements. Proven ability to provide strategic leadership for the IT support organization. Saved *Kendle International* \$3 million over 5 years by implementing new support equipment. Offer depth of IT experience, including outsourcing sales and implementation, telecommunications, computer science and programming. Hold highest honor from Help Desk Institute (HDI) as Certified HDI Support Center Director (SCD).

Additional qualifications include:

- ◆ World-Class Operations
- ◆ Full Project Lifecycles
- ◆ Internal & External Customers
- ◆ Metrics & Analysis
- ◆ IT Support Strategies
- ◆ Asset Management
- ◆ Capital Expenses
- ◆ Vendor Negotiations
- ◆ Change/Crisis Management

## CAREER ACCOMPLISHMENTS

### Kendle International Inc.

- Improved technology environment and built a world-class customer care support team.
- Generated savings of \$600,000 per year for 5 years by spearheading and implementing teleconferencing premise equipment; negotiated a global contract.
- Launched and selected IT Service Delivery software with modules to manage incidents, problems, change, assets and crisis, while producing surveys and reporting.
- Led \$1.5 million outsourcing project to offer customers 24/7-support; developed 25-page RFP.
- Improved infrastructure for company by orchestrating migration from Windows 95 to Windows XP.

### Cintech Solutions Inc.

- Earned reputation within telecom industry for providing quality support services.
- Wrote software applications working with customers' phone systems; helped launch into VoIP.

### Entex Information Services

- Grew business and support organization from 12 to 150 technicians in 2 years, creating a call center handling more than 42,000 calls per month; managed call volume increase of 450% during tenure.
- Established company's product and built a best-in-breed call center operation.
- Named to President's Club for ranking within top 10% of company for revenues generated.

## PROFESSIONAL EXPERIENCE

KENDLE INTERNATIONAL INC., Cincinnati, Ohio

2002-2009

*Clinical research organization providing clinical development services for biopharmaceutical industry.*

### *Associate Director, IT – Americas Customer Services*

- Directed end-to-end IT service delivery and customer support, leading all North and South American operations and 30 employees across 16 offices.
- Served as a trusted business advisor to CIO, providing expertise on IT service delivery, customer service and help desk support operations.
- Worked directly with the customer, interfacing with all levels of the organization.
- Created and executed strategic customer service initiatives, policies, processes and metrics; optimized serviceability, customer satisfaction, reliability and profitability.

**PROFESSIONAL EXPERIENCE** *(Continued)*KENDLE INTERNATIONAL INC., *Associate Director (Continued)*

- Led capital expense and operations budgets, disaster recovery plans, vendor negotiations, outsourcing/in-house resource strategy, and volume licensing agreements.
- Oversaw all aspects of IT, including server administration, hardware and software procurement, network connectivity, teleconferencing and telecommunications.
- Supervised and coached employees in inventory control, software licensing, sponsor connectivity, asset management, workstation architecture and tracking software.
- Built and maintained relationships with vendors, including Dell, CDW and Microsoft.
- Produced IT service delivery metrics, standard operating procedures, schedules and training plans.

## CINTECH SOLUTIONS INC. , Cincinnati, Ohio

1998-2002

*Developer of interaction management software to help businesses manage voice and data contacts.****CTI Response Center Manager***

- Managed customer service and technical support organization serving about 15,000 companies.
- Fielded, analyzed and resolved escalated service-impacting customer issues.
- Worked on product development, field trials, installation and application engineering, and customer consulting; guided customers to ensure call center operations met business needs.
- Served as a customer advocate within organization; communicated product bugs to developers.

## VERTICAL SOLUTIONS, INC., Cincinnati, Ohio

1997-1998

*Provider of custom software, interface development, connectivity expertise and database conversions.****Help Desk Project Manager Consultant***

- Advised company and managed development of a Call Center/Help Desk Management software program; resolved customer requests for licensing issues, technical support and professional services.
- Cultivated relationships with VAR and third party suppliers.

## ENTEX INFORMATION SERVICES, Mason, Ohio

1995-1997

*Provider of integrated personal computer management solutions to Fortune 1000 companies.****SolutionLine Help Desk Manager***

- Ran and built organization providing outsourced help desk services to Fortune 1000 companies.
- Generated new business contracts and grew call center to manage 42,000+ calls per month.
- Partnered with customer's management team to identify and meet business needs, delivering product offering, pricing and proposal responses; implemented services for 100+ companies.
- Monitored and managed call center operations, forecasted call volume, developed call flow processes, established processes and training materials, and introduced customer specific reporting.
- Developed and maintained budget for 300 call center agents.

Previous Experience: ***Help Desk Manager & Desktop Services Manager***, Scripps Howard; ***Operations Manager***, Fifth Third Bank; ***Systems Coordinator & Manager***, The Cincinnati Enquirer

**EDUCATION**XAVIER UNIVERSITY, Ohio, ***Bachelor of Science in Computer Science & Information Systems*****AFFILIATIONS**HELP DESK INSTITUTE (HDI), ***National/Local Member, Certified HDI Support Center Director (SCD)***  
SOFTWARE SUPPORT PROFESSIONALS ASSOCIATION, ***Member***