COREY WALDNER

BONNEY LAKE, WA 98445 | (562) 310-4270 | corey@cwphd.com

Visit my site at www.cwphd.com for additional information

IT LEADER

SOLUTIONS ENGINEER | SYSTEMS ENGINEER | TEAM & RESOURCE MANAGER

Outgoing, results-oriented, and customer-focused IT Leader with nearly a decade of Leadership experience supported by 15 years of technology support experience and a Master of Science in Information Technology Management. A current Ph.D. student working towards a degree in Technology Management with a specialization in Data Science. Outstanding technical, communication, and problem-solving achievements, including a demonstrated ability to foster strong client relationships by identifying gaps, proposing solutions, and leading task forces to implement them. A "Total Quality Customer Service Leader" with a broad range of team-driven success in systems, networking, and software. *Areas of expertise include the following:*

- Team Leadership
- Team Development
- IT Service Management
- Project Management
- Vendor Management
- Solutions Development

SKILL SET

Soft Skills	Effective team-leading communication, teamwork, and interpersonal skills in collaborating with cross-functional teams and stakeholders.
Adaptability	The ability to embrace change, learn from new situations, and thrive in an ever-evolving environment.
Technical Troubleshooting	Strong problem-solving skills to diagnose and resolve technical issues efficiently—proficiency in diagnostic tools and techniques.
IT Service Management	Set up multiple ticketing systems based on ITSM frameworks for efficient service/change delivery and incident management.
Infrastructure Management	Expertise in managing and maintaining IT infrastructure, including servers, networks, and storage systems. Knowledge of virtualization technologies and cloud computing platforms.

PROFESSIONAL EXPERIENCE

IT OPERATIONS MANAGER - ORCA, 10/2021 to Current
SOUND TRANSIT

IT Operations Manager for the Regional ORCA Operations Team, ensuring the reliability of the fare and payment collection system for seven public transportation agencies in the Pacific Northwest. Manage change control processes and escalation procedures, serving over 500,000 active monthly customer accounts.

Key Responsibilities:

- **Service Reliability**: Oversee the IT operations of the ORCA fare and payment collection system, ensuring high availability and performance for multiple transportation agencies.
- **SOC Compliance**: Ensure compliance with SOC standards for change and user access controls, maintaining stringent security protocols.
- **Change Management**: Lead the Change Advisory Board (CAB) to assess, approve, and prioritize changes to the IT environment, minimizing disruption to critical services.
- **Hardware Release Cycles**: Manage hardware release cycles, coordinating updates and deployments to optimize system performance and reliability.
- **Software Maintenance**: Oversee software maintenance releases for APIs, multiple mobile applications, websites, and CRM, ensuring timely updates and enhancements.

Key Accomplishments:

- **SOC Rating Improvement**: Enhanced the SOC rating to the highest level of "Unqualified," demonstrating commitment to maintaining top-tier security and compliance standards.

- **ITSM Service Desk**: Designed and spearheaded the development of the ORCA Service Desk (OSD), a custom-built IT Service Management (ITSM) and customer engagement platform. Engineered custom workflows and integrated dynamic customer interaction portals, empowering over 40 active agents to streamline processes and enhance service

SYSTEMS ENGINEER, 7/2019 to 10/2021
PURE SAFETY GROUP

Recruited to build and design an IT support team that supported International Operations. Over 500+ end-users spanning nine sites internationally across North America and Europe. Built an authentic enterprise architecture and maintained 300 desktops/laptops, 14 physical servers, and 40 virtual servers.

Key Accomplishments:

- Led the planning, execution, and successful completion of a comprehensive document management program to optimize document workflows and reduce operational costs.
- Devised and executed a strategic plan to establish a service desk from the ground up, enhancing IT support capabilities and user satisfaction.
- Led the IT strategic vendor management initiative, overseeing a portfolio of 15+ vendors, resulting in a 25% cost reduction through contract negotiations and vendor consolidation.

TECHNOLOGY SOLUTIONS MANAGER, 6/2013 to 7/2019
QBSI (*A XEROX COMPANY*)

Oversaw all escalated issues as Tier 3 Customer Service Requests, managing seven onsite admins across five major accounts: T-Mobile, Weyerhaeuser, Port of Seattle, Kaiser Permanente Washington, and Wireless Advocates. Empower management to make effective decisions by presenting weekly updates regarding Service Level Agreements (SLA), customer expectations, upcoming projects, and training. Collaborate cross-functionally to support sales/service managers with day-to-day troubleshooting.

Key Accomplishments:

- Developed a pipeline of performance excellence and prepared several support agents for promotion to management roles and service support Tiers.
- Established and maximized network, including designing system configuration, directing installation, defining/documenting/enforcing standards, and monitoring/troubleshooting problems and outages.
- Led network optimizations by collaborating closely with third-party IT vendors to conduct network discovery meetings, establish plans to meet end-user expectations, optimize workflow, and integrate solutions with ERP software/databases.

NON-COMMISSIONED OFFICER IN CHARGE (TEAM LEADER), 9/2009 to 9/2012
UNITED STATES ARMY – GEOSPATIAL INTELLIGENCE OPERATIONS

Acquired, managed, and applied a wide range of sensitive data/information, ensuring alignment with the highest standards of security and ethics. Empowered effective decision-making by providing weekly situational awareness updates to senior-level leadership—utilized conflict negotiation, problem-solving, and negotiating skills to liaise between management and legal departments.

EDUCATION

Doctor of Philosophy Student in Technology Management with a Specialization in Data Science - Northcentral University */* National University | *Expected 2028*

Master of Science in Information Systems, *Magna Cum Laude,* 2022
Western Governors University | *Capstone Project: Multi Database Reporting System in the Cloud*