MIKE DICKERSON

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PROFICIENT	Bash, Linux, HTML5, CSS, jQuery, Node.js, Express, Javascript	**CERTIFICATIONS**	ITIL Foundation, PMP, CSM, CSPO, PSPO
INTERMEDIATE	React, Redux, SASS, Python, Git, MongoDB, Google Cloud Platform, Windows, MicroStrategy, Informatica, SAS, Websphere MQ, Weblogic, Tibco Suite, Ayehu	**PROCESS**	LEAN, Mentoring, Technical Writing, ITSM, MSP Governance, Project Management, Technology Management
		LANGUAGES	English (native), French (intermediate), Japanese (intermediate), Mvele-Ewondo (basic)
BASIC	Socket.io, LESS, Passport.js, Jenkins, ServiceNow, Puppet, Ansible		

EXPERIENCE

Service Delivery Manager, Kohl's Department Stores   **July 2016 - Present**
- Govern multiple teams of 12 local and up to 140 offshore engineers of Managed Services Provider
- Reduced daily volume of incidents requiring manual intervention by 30% by implementing workflow automation
- Elevated team performance by consistently driving process improvements using LEAN principles to reduce error rate by 80%
- Created ongoing support structure as Product Owner for operations portion of Cloud/DevOps transformation
- Ensured smooth transition from project teams to support teams for dozens of applications and infrastructure components

Project Manager - Tech Solutions, Kohl's Department Stores   **September 2015 - July 2016**
- Assemble and spearhead teams of 3 to 15 local, remote, and offshore engineers to identify, diagnose, and resolved dozens of escalated issues spanning multiple technologies including Tibco, MQ, Java, Windows, Storage and Networking
- Reduced daily volume of continuously reassigned incidents by as much as 90% via an automated process
- Coached and mentored 12 technical team leads (who mentored a 130 person offshore team) in adopting a broader perspective, honing independent problem-resolution skills, and implementing standard practices for triaging complex issues

Infrastructure Technology Manager, Kohl's Department Stores   **August 2013 - September 2015**
- Advanced to lead a team of 11 senior engineers in supporting development projects, as well as production infrastructure and escalations. Developed standard operating procedures (SOPs) for internal resources and vendor support partners
- Decreased critical/high issue occurrences by 91% in all assigned systems in one year while onboarding 6 new systems
- Empowered application development teams to deploy updates and configuration changes by providing automated solutions

Sr. Systems Engineer/Systems Engineer, Kohl's Department Stores   **February 2011 - August 2013**
- Implemented process management solutions and decreased incidents while administering middleware applications
- Established managed-services practices and created technical documentation for systems support
- Formulated an elegant method for automating engineering builds to reduce build and migration errors by 90%

EDUCATION

Full-Stack Web Development	Thinkful
Executive MBA	University of Wisconsin - Madison
BA, Geology & Geophysics	University of Wisconsin - Madison
Linux, Windows, Pewaukee	Waukesha County Technical College
Networking, Database, Programming	Milwaukee Area Technical College