Dave Schoenfeld

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|  | **Technical Support Manager** |  |
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Versatile, multifaceted Technical Support Manager with proven record of success leading IT project initiatives and implementing processes for national retail business corporations. Outstanding capacity to quickly respond to organizational needs, foreseeing short-and-long term impact decisions.

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| * Full Life Cycle Project Management
* Strategic Business Alliance & Partnerships
* System Analysis/Design
* Remote Desktop
 | * Process Improvement
* Help Desk Tracking Systems
* Procurement
 | * Stakeholder Communication
* Cross-functional Team Leadership
* Customer Relationship Management
* Vendor/Contract Management
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|  | **Professional Experience** |  |
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Barnes & Noble, Westbury, New York

**Technical Support Manager** 2012-Present Oversee IT Support Department supervising 25 personnel while providing 24/7 coverage for Fortune 1000 company and nationwide bookseller/retail outlet. Responsible for tracking all retail IT assets such as software licensing by location and providing weekly/monthly reporting for C-Level Executives. Lead hardware deployment projects from inception to execution, to include procurement, vendor selection, support planning, and documentation.

**Key Achievements:**

* Prepared annual maintenance budget for $3.5 million operational expenditure resulting in reduction of operational expense by $1.5 million over several years by re-negotiating vendor contracts and incorporating new service providers.
* Developed KPI Metrics increasing ticket response, resolution, and call center answer rate.
* Oversaw 3-year initiative, transforming IT network design which involved replacement of T1 WAN connections to broadband/highspeed internet, eliminating third party WIFI provider, migrating to VoIP, and replacing 20+ year old telephony technology, resulting in providing stores with faster connections and reducing operating expense by $6 million.

**Project Manager**  1998 to 2012

Coordinated and led all hardware/software rollouts for 700+ store locations. In charge of negotiating and maintaining company maintenance contracts to include management of on-site vendors. Oversaw all IT procurement for retail locations interfacing with organizational IT Departments. Prepared project expense and capital expenditure budgets, approving, processing, and tracking all related invoices and IT assets.

**Key Achievement:**

* Completed Dell server upgrade/replacement and migration project where we installed new servers or upgraded existing and then migrated and virtualized 2 servers into 1 in each of 700 locations.

“Additional Experience as Project Leader, Supervisor, Support Analyst, and Support Technician at Barnes & Noble Inc., Westbury, NY.”

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|  | **Education** |  |
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**Bachelor of Arts in Computer Science**

Queens College of the City University of New York, Queens, New York

**Certifications**

Basic Supervision-American Management Association

Management and Leadership Development

Situational Frontline Leadership-Blanchard Learning Companies

**Technical Proficiencies**

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| ***Hardware*** | Network Devices (Routers, Switches, Wireless) Windows Servers & Desktops, POS equipment (Cash Registers, Barcode Scanners, Payment Terminals, Mobile POS), Phone Systems (PBXs, Analog/Digital wireless phones), Mobile Computers, iPhone, iPad, Android Tablets, CCTV, Digital Signage. |
| ***Tools/Applications*** | MS Office Suite, Google G-Suite, SQL, Call/Ticket Tracking Systems (Service Now, CA Advanced Help Desk, HEAT, JIRA), Smart Sheets, Call Center Software (Cisco, BroadSoft, Vonage). |
| ***Operating Systems and Platforms*** | MS Windows (Server & Desktop), Active Directory, Mac OS X, Apple IOS, VPN, Remote Collaboration, Mobile Device Management.. |