

JAMES (J.J.) SMILEY

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PROFESSIONAL SUMMARY

IT Service Desk leader with 25+ years building and transforming support operations for organizations of 300-1,500 users. Delivered measurable improvements in resolution time, first-contact resolution, and SLA consistency while operating at 75% designed team capacity — through process redesign, PowerShell automation, and early adoption of AI-assisted support tooling. Hands-on experience deploying chatbot prototypes, enterprise AI tools, and ITSM optimization across ServiceNow, KACE, and Cherwell. Track record of developing technicians into high-performing teams that outperform expectations.

CORE SKILLS

- Azure / Entra ID Administration & Hybrid Identity
- Vendor & Stakeholder Management
- Intune Endpoint Management & Conditional Access
- PowerShell Scripting & Automation
- Active Directory & Group Policy Administration
- Microsoft 365 Administration (Exchange Online, Teams, SharePoint, Intune)
- Azure / Entra ID Administration & Hybrid Identity
- PowerShell Scripting & Automation
- AI-Assisted Workflows & Tool Adoption
- Team Development & Coaching

WORK HISTORY

IT Service Desk Manager

W.W. Williams | Dublin, OH | November 2022 – Present

- Manage a 3-person Service Desk supporting ~1,500 users across multiple locations
- Administer Microsoft 365 tenant for ~1,500 users including Exchange Online, Teams, SharePoint Online, and Intune endpoint management
- Manage Entra ID (Azure AD) identity and access governance including user provisioning, conditional access policies, role-based access control, and hybrid identity with on-premises Active Directory via Entra ID Connect
- Maintained 90%+ SLA compliance across P1-P3 categories while operating at 75% designed team capacity
- Reduced average MTTR by approximately 20% over 12 months (from ~16 hours to ~12 hours)
- Reduced repeat incidents by approximately 15-20% through ticket trend analysis and targeted automation
- Developed and deployed PowerShell scripts to automate Active Directory reporting, bulk user account management, and Microsoft 365 license administration
- Developed an AI-assisted support chatbot prototype using ticket analysis, historical ticket data, and knowledge base content
- Trained Service Desk team on enterprise AI tools including Claude Enterprise and code assistants, improving troubleshooting efficiency, documentation quality, and resolution speed
- Mentored and developed team members, with developed staff showing up to 40% improvement in individual ticket throughput and 50% increase in customer satisfaction

Help Desk Supervisor

CASTO Management Services | Columbus, OH | January 2019 – November 2022

- Supervised 4-member Service Desk team supporting 500 users across 3 states
- Increased first-contact resolution rate by approximately 15% through structured coaching and improved escalation criteria
- Reduced average resolution time by approximately 25% by building a structured knowledge base
- Managed KACE ITSM platform including ticketing workflows, asset management, knowledgebase, and reporting
- Maintained vendor relationships across telecom, VoIP, ISP, and hardware providers

Lead Deployment Technician (Contract)

PCM | Columbus, OH | April 2018 - January 2019

- Led a team of 5 technicians deploying approximately 90 devices per week for an enterprise lifecycle project
- Coordinated end-user communication, scheduling, deployment logistics, and post-deployment support
- Supported Windows upgrade processes and endpoint standardization

Service Desk Manager

Highlights for Children | Columbus, OH | November 2008 – April 2018

- Managed a 4-person IT support operation for 500 users across Mac and Windows environments
- Improved SLA attainment through process standardization and proactive incident management
- Redesigning device imaging process, saving approximately 1 hour per machine across ~350 annual deployments — recovering 350+ staff hours per year
- Developed automation tools using bash scripting and PowerShell to streamline repetitive troubleshooting tasks and reduce manual technician workload
- Managed multiple enterprise project initiatives: Microsoft Exchange Online Protection migration, Office 2013 deployment, Windows 7-to-Enterprise laptop migration (75 devices), Customer Contact Center web chat system deployment, and VoIP server upgrades

PC Support Specialist

Butler Schein Animal Health | Dublin, OH | May 2007 – November 2008

- Provided Tier 2 support for 300+ users across multiple locations
- Reduced support volume through creation of end-user documentation and training materials

Desktop Analyst

L Brands | Columbus, OH | June 1999 – May 2007

- Supported enterprise users across hardware, software, and network issues in a large-scale retail IT environment
- Built and maintained system images and managed deployment processes
- Conducted regular end-user training sessions

PROFESSIONAL DEVELOPMENT

ITIL Foundation | Certified 2008

Information Technology, Computer Science — Undergraduate Studies

Franklin University, Columbus, OH