

JAMES (J.J.) SMILEY

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PROFESSIONAL SUMMARY

IT support and service delivery leader with a hands-on technical foundation, 25+ years in enterprise support, and 10+ years leading and developing teams. Built and governed ITSM processes, SLA frameworks, knowledge and self-service, identity lifecycle automation, and vendor relationships for organizations of 300-1,500 users. Led lean distributed support across U.S. and Mexico operations, reducing MTTR 20%, repeat incidents 15-20%, and developing technicians into higher-level roles. Hands-on with ServiceNow, Microsoft Entra ID (Azure AD), Intune, PowerShell, and AI-assisted support automation.

CORE SKILLS

- ITSM Governance (ServiceNow, KACE, Cherwell)
- SLA / KPI Reporting & Root Cause Analysis
- Entra ID (Azure AD) / JML & Access Governance
- PowerShell / Microsoft 365 Automation
- Vendor & Service Provider Management
- Distributed Service Operations
- Incident, Request, Problem & Change Management
- AI-Assisted Support & Self-Service Automation
- Intune / Endpoint & Device Lifecycle
- Knowledge Management & Employee Experience
- Cross-Functional Program Leadership
- Team Development & Performance Coaching

WORK HISTORY

IT Service Desk Manager

W.W. Williams | Dublin, OH | November 2022 – July 2026

- Managed and developed a 3-person Service Desk supporting ~1,500 employees across distributed U.S. and Mexico operations
- Owned hiring, onboarding, weekly one-on-ones, quarterly and annual reviews, corrective action, and career development
- Sustained 90%+ SLA compliance across P1-P3 work while operating at 75% of designed team capacity
- Owned incident, request, prioritization, and escalation workflows in ServiceNow, using metrics and ticket trends to focus improvement
- Reduced MTTR approximately 20% and repeat incidents 15-20% through root cause analysis, workflow redesign, and automation
- Built an AI-assisted chatbot prototype and introduced Claude Enterprise and code assistants for support workflows
- Coached all three technicians into higher-level roles and secured merit increases for two top performers
- Used sustained coaching to turn around customer-service concerns, leading to repeated 5/5 feedback and leadership of major projects
- Automated Active Directory reporting, user lifecycle changes, and Microsoft 365 licensing with PowerShell
- Managed Microsoft Entra ID (Azure AD) access governance, provisioning, conditional access, RBAC, hybrid identity, Intune, and Microsoft 365

Help Desk Supervisor

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

- Supervised and developed a 4-member Service Desk supporting 500 employees across three states; owned hiring, onboarding, reviews, and corrective action
- Raised first-contact resolution approximately 15% through structured coaching and clearer escalation criteria
- Reduced average resolution time approximately 25% through a disciplined knowledge management program
- Managed KACE workflows, asset data, knowledge content, service reporting, and standardized onboarding
- Owned telecom, VoIP, internet, and hardware vendor relationships plus inventory and device lifecycle

Lead Deployment Technician (Contract)

PCM | Columbus, OH | April 2018 - January 2019

- Recruited, onboarded, and led five technicians delivering approximately 90 endpoint deployments per week
- Coordinated employee communication, scheduling, deployment logistics, quality, and post-deployment support
- Supported Windows upgrades, endpoint standardization, and enterprise device lifecycle execution

Service Desk Manager

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

- Managed and developed a 4-person IT support team for 500 employees, owning hiring, onboarding, reviews, coaching, and corrective action
- Standardized incident and service practices in Cherwell using ITIL principles, improving SLA attainment
- Redesigned imaging for ~350 annual deployments, recovering approximately 350 staff hours per year
- Built Bash and PowerShell automation to reduce repetitive troubleshooting and manual workload
- Led cross-functional projects across email security, Office and Windows migrations, contact-center tools, endpoints, and VoIP

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 Windows and macOS users across multiple divisions in a global retail enterprise of approximately 5,000 employees
- 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