

# Jeffrey A. Dunno

Greensboro, NC | 336-682-0811 | Jeffrey.Dunno@Outlook.com | LinkedIn.com/in/dunno

---

Experienced enterprise manager achieving four promotions in nine years. Successful creation and implementation of Mobile Device (MDM) service delivery aimed at higher productivity and reduced costs. Results included improved processes and trained, engaged clients. Strong competencies in hiring, mentoring and developing talent including leadership skills. Poised communicator experienced in engaging at executive and other IT/corporate levels to build key relationships, assess areas for improvement, deliver results and celebrate mutual successes.

Areas of expertise include:

Strategic Planning	Mobile Device Management	Project Management
Mentoring and Coaching	Telecom Expense Management	Vendor Management
Customer Service	Asset Management	Budget Planning and Forecasting

## EXPERIENCE

**ROIConnection, LLC**, Winston Salem, NC

**11/2019 – Current**

### **Mobile Device Program Consultant**

- Advise on strategic process improvement measures to ensure the highest quality service delivery for ROIC's largest client.
- Provide gap analysis information and strategize on future service offerings to grow the business.

**PepsiCo, Inc.**, Winston Salem, NC

**2007 – 2019**

**Infra/Ops Manager, Global Mobility Services**

(2016 – 2019)

**Infra/Ops Associate Manager, Mobility Services**

(2014 – 2016)

**Infra/Ops Senior Supervisor, Mobility Services**

(2012 – 2014)

**Infra/Ops Analyst, Smartphone Team Supervisor**

(2007 – 2012)

Led the development and growth of an industry recognized Telecom Expense Mgt. (TEM) program with an annual operating expense of \$60M+. Developed a team starting from (2) members continuously growing to (14) through direct staffing and training. Directly managed the complete mobile device services (MDM) lifecycle and improved inventory accuracy, reduced security risks, assessed and reduced direct and indirect costs and expanded technology accessibility.

### **Team Leadership**

- Managed full lifecycle of employee management including interviewing, hiring, on-boarding, objective creation and delivering performance reviews.
- Directly led and managed a team of (14) analysts solving technical helpdesk tickets.
- Highly successful with employee development leading to (13) team member promotions in (12) years.
- Governed ITIL support guidelines on 2K monthly backline helpdesk tickets through Service Now.
- Oversaw escalations and drove continuous service improvements for customer satisfaction.
- Implemented automation and self-service techniques to reduce monthly team ticket volume by 20%.

### **Strategic Program Management**

- Initiated strategic conversations driving continuous improvements for program evolution.
- Presented updates and visibility to Executive Leadership on key deliverables through KPI's.
- Led vendor management and meetings to ensure SLA adherence and quarterly presentations.
- Coordinated Request for Pricing (RFP) contract initiatives including service and system transitions.
- Drove continuous vendor contract amendments as well as new contract negotiations alongside the Global Procurement team every 2-3 years to achieve approximately 5% reduction in vendor costs.

**Managed Mobility Services (TEM and MDM)**

- Managed Tangoe and Calero global TEM management platforms including 6K+ monthly centralized provisioning (MAC) requests and 96% inventory management accuracy across 100K+ devices.
- Supported forecast and management of annual budget including identifying productivity and cost avoidance targets while achieving \$6M average annual savings/avoidance.
- Oversaw delivery of mobile device and application management via AirWatch through global compliance and IT change management processes.
- Ensured all devices were provisioned with Apple Business Manager or Android for Enterprise.
- Partnered with multiple IT groups to streamline architecture setup along with secure device policies.

**Project Management**

- Developed Agile project plans and progress score cards for system transitions, personnel outsource transformations as well as small and large volume (10K+) hardware deployments.
- Managed projects from RFP agreement, into proof of concept (POC) through implementation and completion.
- Forecasted and designed 2 – 3-year hardware refresh project proposals for technology advancement.
- Managed simultaneous projects achieving accurate time, budget and delivery per project plan.

**ECS Inc.,** Research Triangle Park, NC**2005 – 2007****Business Office Supervisor,** Contractor, U.S. Environmental Protection Agency

Managed all daily mobile device lifecycle management operations including (3) direct reports.

- Implemented innovative ideas to improve service delivery.
- Organized and administered meetings with multiple wireless vendors to ensure SLA adherence.
- Represented the Business Office when updating EPA Administrators on current KPI's.
- Provided national technical support for all EPA BlackBerry and Cellular devices.
- Obtained and processed all hardware device orders via online eBusiness ordering system.

**EDUCATION****Bachelor of Science (BS), Communication Systems Management**

Minor: Business Administration

Ohio University, Athens, OH

**CERTIFICATIONS**

A+ &amp; Net+ Certified Professional - CompTIA

Telecom Solutions Professional - Intelisys

PMP Certification – In progress

ITIL Foundations – In progress

**COMMUNITY LEADERSHIP****Greensboro Jewish Federation:** Greensboro Federation Leadership Institute (G-FLI) Cohort**Belle Raisers Foundation, LLC:** Board Member/Executive Planning Committee**B'Nai Shalom Day School:** Technology Committee Member**NC Youth Soccer Association:** Assistant Coach, Girls recreation team