JULIAN MERCER

IT MANAGER

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PROFESSIONAL SUMMARY

IT Manager with 10+ years leading infrastructure, support, and vendor teams for large organisations. Balances budget, security, and user experience, delivers projects on time, and aligns technology plans with business priorities.

PROFESSIONAL EXPERIENCE

IT Manager Jan 2023 - Present
Deloitte, Chicago, IL

- Lead a team of 12 across service desk, infrastructure, and end-user systems supporting 1,800 staff in four offices.
- Renegotiated software and hardware contracts with six vendors, saving about $420K annually while keeping service levels intact.
- Built a quarterly technology roadmap and risk register reviewed with the CFO and security lead, giving leaders a clear view of priorities.
- Introduced multi-factor authentication and quarterly access reviews for all staff, bringing phishing-related account compromises to zero over the following year.

IT Operations Lead Feb 2021 - Dec 2022

- Raised first-contact resolution from 62% to 78% by restructuring support tiers and publishing a searchable knowledge base.
- Directed a Microsoft 365 and endpoint management rollout with phased training, finishing two weeks early and under budget.
- Managed a service desk team of seven and set weekly ticket-aging reviews that cut tickets older than 10 days by about a third.

Senior IT Operations Lead Mar 2019 - Jan 2021
Kroger, Cincinnati, OH

- Managed store and head office IT operations for 150 locations, keeping point-of-sale system availability at 99.8%.
- Introduced ITIL change and incident practices that lowered repeat incidents by about 35% within a year.
- Led disaster recovery testing twice a year with application owners and cut documented recovery time for core systems from 12 hours to six.

Systems Administrator Aug 2017 - Feb 2019
Procter & Gamble, Cincinnati, OH

- Administered Active Directory, Exchange, and file services for 3,000 users, maintaining over 99.9% uptime across the period.
- Automated account provisioning with PowerShell, shortening new-hire setup from two days to a few hours.

IT Support Analyst Jul 2016 - Jul 2017
Cardinal Health, Dublin, OH

- Resolved about 40 desktop and network tickets a week for a 600-person office, closing most within the agreed response window.
- Documented imaging and software install steps for new laptops, reducing setup time for each new starter by about an hour.

CORE SKILLS

IT operations | Vendor management | Budgeting | ITIL service management | Team leadership | Microsoft 365 | Active Directory | Endpoint management | Disaster recovery | Information security basics | Project delivery | Contract negotiation | Risk management | Cloud migration | Stakeholder reporting

EDUCATION

B.S. in Management Information Systems, University of Cincinnati, Cincinnati, OH

CERTIFICATIONS

ITIL 4 Foundation | Project Management Professional (PMP) | CompTIA Security+