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| **John Krischer** | San Jose, California 95124johnkrischer@gmail.com(408) 250-8469 |

**Manager/Director of Information Technology**

*20+ years leading Information Technology Client Services in local and remote offices*

Repeated success leading Global Information Technology Client Services/Support with a laser focus on the customer. Exceptional talent for launching and managing programs related to business integration, business services, and high impact technical support programs. Leader and motivator of high performing customer service focused teams; able to forge solid relationships with strategic partners and build consensus across multiple organizational levels locally and internationally. Possess a Master of Business Administration (MBA) in International Business and Master of Science in Information Technology (with High Honors) Significant International experience and language abilities.

**Highlights of Expertise**

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| * 20+ yrs leading World Class Global Technical Support
* Led Executive and End-User IT Services
* Apple SME and Apple Enterprise liaison
* Program Management ownership
* Employee Recruitment, Mentoring, & Development
* Event/Show Management domestically/internationally
* Vendor & Supplier Relationship Management
* Policies and Procedure Creation/Administration
* 24x7 follow-the-sun business continuity focus
* Standardized Remote IT support program
 | * Leader of Business-driven Technology Organizations
* Creation and ownership of KPI’s for continual improvement
* Comprehensive Program development for Covid remote support
* Training & Development Program creation
* Service escalations point of contact
* Technical Troubleshooting & Issue Resolution
* Creation/Oversight of Global IT Support programs
* Strategic & Tactical Business Planning
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**Career Experience**

**Oracle, IT MANAGER, MERGERS AND ACQUISITIONS** (2/2019 to present)

* Was asked to develop a program which ensured that business continuity and user productivity of acquired firms was exemplary, which entailed that all aspects especially technical standardization were accounted for. These included pre-Legal Entity Combination and post-Legal Entity Combination planning, support, communications, discovery, assessment, consolidation, and migration into Oracle in compliance with current security environment.
* Traveled domestically and internationally to meet with acquired firms’ leadership
* Asked to develop ‘Shelter-in-Place’ M&A contingency program due to Covid19 ensuring that acquisitions were handled entirely remotely while still providing for a business focused, positive and cost-efficient experience.
* Knowledge Centered Support Administrator (KCS2) - Create, maintain, update and own MyHelp and Confluence knowledge base documentation.
* Jira Service Desk - Contributor, User Acceptance Testing, documentation creation.
* Engaged in any and all problem areas to provide expertise in resolution (Incidents, program development, etc)

**Oracle, IT MANAGER, BRAND MARKETING** (2/2018 to 2019)

*Responsibility for Brand Marketing/Advertising teams to define and deliver customized solutions for all technical needs/issues; prioritized support for this C-level service group and strategic initiatives in this Apple OSX/Adobe Creative Cloud environment.*

**ITegra Properties,** Cupertino, California *(2010 to 2017)*

As licensed Real Estate agent ran the technical business operations of wife’s real estate brokerage leading to sale

**General Electric,** San Ramon, California

**DIRECTOR, DIGITAL OPERATIONS** (9/2016 to 8/2017)

Led IT team of 30+ Managers, Technical Support Engineers, Project Managers and Executive Support staff, overseeing GE’s Digital headquarters and international offices encompassing over 100,000 end-users.

Partnered with Digital Operations team to define and deliver solutions for all technical needs/issues; ensured compliance with company policies, procedures, and industry best practices.

* Ensured immediacy for resolution of C-Level executive issues by dedicated staff, locally and internationally.
* Onsite resource and executive support for All Hands meetings, Board meetings and Executive issues.
* Managed ServiceNow and Technical support systems, averaging 1,000 tickets/requests per day with an average resolution time of 2 hours; ensured the highest level and quality of service for all end-users local and remote.
* Prioritized issues for the general user population and strove to make continual improvements.
* Weekly Salesforce review and strategic improvement discussions with international team.
* Oversaw integration of new conference room technology for all conference rooms in San Ramon HQ, standard later adopted by remote offices necessitating frequent travel.
* Managed Mergers and Acquisitions to ensure integration into GE Digital of Wurldtech, and Baker-Hughes companies and fostered teamwork between existing and incoming staff.
* Managed playbook of GE standardized services acquired firms would be migrated to and managed Project teams.
* Management and mentoring of local and remote staff.

**Multiply (formerly Answers)**, Mountain View, California

**SENIOR MANAGER, TECHNICAL OPERATIONS** (6/2015 to 9/2016)

* Led global Information Technology teams ensuring efficient, effective deployment and maintenance of company-wide systems, hardware, software, and other cloud-based applications. Created a ‘follow-the-sun’ Service Desk model to ensure international coverage.
* Unified IT technical operations and services management across global and domestic offices; served as the “face” of IT, ensuring delivery of exceptional customer experience and overall project/initiative accountability. Reviewed, approved, and managed statements of work (SOWs); provided project management expertise for assigned projects and teams.
* Managed the information services merger of four separate companies (Answers ForeSee, WebCollage, ResellerRatings) into a cohesive, unified entity with standardized environments.
* Ensured that merged firm users received training, hardware/software to rapidly become productive during integration and once completed.
* Team set-up and support of all Executives, company meetings, All Hands, press events.
* Frequently traveled (25%) to offices in New York City, London, Beijing, Vancouver, Ann Arbor, and St. Louis.

**Oracle**, Redwood Shores, California

*Managed large-scale technology projects, West Coast support teams, and led global initiatives for all IT client operations.*

**IT MANAGER, INFORMATION TECHNOLOGY & IT CLIENT SERVICES** (1/2010 to 6/2015)

* Directly oversaw IT service support for Silicon Valley location(s); executed key IT initiatives for global desktop support, M&A integration for over 100 companies, and large-scale events. Consistently achieved internal customer satisfaction ratings of 95-99%. Single point of contact for all vendor relationships and Contract employees nationwide.

**IT MANAGER, FIELD SERVICES & DESKTOP SUPPORT** (1/2007 to 1/2010)

* Liaison between IT infrastructure, business application, and field services teams; managed support ticketing system and client relationship management system, ensuring timely and accurate resolution of open issues/items. Trained, developed, and mentored approximately 30 field service representatives. Managed M&A user integrations into Oracle.

**SENIOR INFRASTRUCTURE SYSTEMS ANALYST** (3/2006 to 1/2007)

* Spearheaded redesign and deployment of new, customer-centric, proactive desktop support model in compliance with ITIL standards.

Additional Experience

**HQ IT Manager, Information Technology** | Siebel Systems, San Mateo, California 1/2003-3/2006

* All aspects of Information Technology management, trade show, executive briefing center, and mergers & acquisitions, Executive Support and the acquisition by Oracle in 2006

**IT Manager, Global Technology Services** | Siebel Systems, San Mateo, California 11/1999-1/2003

* Executive Briefing Center Technical Manager, domestic and international trade show, and executive support.

**Application Support Engineer** | Hewlett-Packard, Santa Clara, California 1/1999-11/1999

**Senior Technical Recruiter** | Elan International, San Francisco, California 1996-1999

**Second Maitre’D (At Sea)** | Holland America Cruise Line 1990-1994

**Education & Credentials**

**MASTER’S IN MANAGEMENT INFORMATION TECHNOLOGY |** Golden Gate University

**MASTER OF BUSINESS ADMINISTRATION (MBA) IN INTERNATIONAL BUSINESS |** St. Mary’s College

**BACHELOR OF ARTS IN BUSINESS ECONOMICS |** University of California – Santa Barbara (UCSB)

**EVENT PLANNER CERTIFICATION**

***Technical Proficiencies:*** Microsoft Windows, Microsoft Office Suite, Apple OSX, Linux, Google Apps, Confluence, Jira, Slack, ESET, iPhone/Android Mobile Devices, Event Planning,