

MAIESHA CIUFFETELLI

Service Desk Manager

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PROFILE

Service Desk Manager with 5 years of experience in efficiently managing IT support services and leading technical support teams. Adept at implementing service desk best practices, improving response times, and enhancing overall customer satisfaction. Proficient in incident management, problem resolution, and facilitating communication between cross-functional teams. Proven track record of optimizing service desk performance, streamlining processes, and driving continuous improvement initiatives.

LINKS

[linkedin.com/in/maieshaciuffetelli](https://www.linkedin.com/in/maieshaciuffetelli)

SKILLS

ITIL Framework

Zendesk Proficiency

JIRA Expertise

Salesforce Administration

SLA Management

KPI Tracking

Incident Response

LANGUAGES

English

Dutch

HOBBIES

EMPLOYMENT HISTORY

Service Desk Manager at Infosys Limited, IN

Apr 2023 - Present

- Successfully reduced average call wait times by 35% within the first year by implementing efficient call routing strategies and optimizing workforce scheduling, resulting in increased customer satisfaction and reduced abandoned calls.
- Achieved a 25% increase in first call resolution rate by developing and implementing comprehensive training programs for service desk agents, leading to improved team performance and enhanced customer experience.
- Streamlined workflows and reduced ticket resolution time by 20% through the successful deployment of an advanced ITSM platform, enabling faster and more accurate issue tracking and resolution.
- Saved the company \$500,000 annually by identifying inefficiencies and implementing cost-saving measures, such as renegotiating vendor contracts, optimizing resource allocation, and reducing unnecessary expenses.

Service Desk Team Lead at Tata Consultancy Services, IN

Sep 2018 - Mar 2023

- Successfully managed a team of 15 service desk agents, resulting in a 25% increase in customer satisfaction ratings over a one-year period.
- Streamlined the incident management process, reducing average ticket resolution time by 35% and improving overall service desk efficiency.
- Implemented a new knowledge management system that increased first-call resolution rates by 20%, leading to improved customer experience and reduced escalations.
- Developed and delivered comprehensive training programs for new hires, resulting in a 30% reduction in onboarding time and a 10% increase in agent productivity.

EDUCATION

Bachelor of Science in Information Technology Management at Indiana University Bloomington, IN

Sep 2014 - May 2018

Relevant Coursework: Database Management, Network Security, Data Analytics, Systems Analysis and Design, IT Project Management, Web Development, Cloud Computing, IT Infrastructure, Cybersecurity, and Programming Fundamentals.

CERTIFICATES