

KIMBERLY L. GETZ

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Committed to upholding excellence and adapting in the dynamic IT landscape, I am a collaborator working to improve intricate IT environments while fostering positive relationships with users.

COMPETENCIES

Leadership & Supervision

Directed and supervise technical teams, ensuring understanding of duties, task delegation, and individual performance optimization. Provided mentorship and guidance to enhance team capabilities.

Strategic Planning

Develop and implement information technology strategies at both departmental and institutional levels, aligning technology initiatives with overall business goals. Oversaw computer hardware and software purchases, maintenance, and long-term planning.

Customer Service Excellence

Establish and maintain high levels of customer satisfaction by defining best practices and implementing procedures that meet or exceed Service Level Agreements (SLAs).

Project Management

Manage daily activities of information technology departments, overseeing hardware and software infrastructure, audio-visual services, and website maintenance. Collaborated with deans and departmental leadership to establish long-term objectives and define budgetary allocations.

Technical Expertise

Excel in high-level technical roles, providing support for servers, workstations, and applications. Proficient in deploying and troubleshooting Windows and Mac operating systems, managing mobile devices, and web development.

EDUCATION

Master of Science in Internet Information Systems

May 2008

Robert Morris University, Moon Township, PA
N+ Certification, A+ Certification, MCP Certification; 3.7 GPA

Bachelor of Science in Information Systems and Communications

May 2006

Robert Morris University, Moon Township, PA

CERTIFICATIONS

Lean Six Sigma, Green Belt

2023

Six Sigma Global Institute

A+ and N+

2008

CompTIA

EXPERIENCE

Customer Success Manager

October 2023 – Present

Information Technology, University of Pittsburgh, Pittsburgh PA

- Craft exceptional experiences by fostering a customer-centric culture and understanding their needs for satisfaction.
- Advocate for the organization's IT vision and strategy while collaborating with leadership and cross-functional teams.
- Demonstrate critical thinking, interpersonal skills, and strategic planning.
- Identify and resolve issues with attention to detail and prompt responsiveness.

Client Services (CS) End Point Supervisor

April 2022 – October 2023

Information Technology, University of Pittsburgh, Pittsburgh PA

- Provided direction and oversight to the End Point team, ensuring clarity in duties and effective task delegation.
- Conducted performance assessments and offered individualized mentoring and guidance.
- Defined best practices and aligned End Point processes with university needs and SLAs.

IT Business Partner

March 2022 – April 2022

Information Technology, University of Pittsburgh, Pittsburgh PA

- Partnered with leaders in the School of Law to oversee computer hardware and software, maintenance, and IT strategy.
- Coordinated telephone and data services, as well as audio-visual services.
- Developed and implemented budgets and the long-term Information Technology strategy for Pitt Law.

Director of Information Technology and Networking

July 2014 – February 2022

School of Law, University of Pittsburgh, Pittsburgh PA

- Managed daily activities of the information technology services department.
- Oversaw computer hardware and software, audio-visual services, and website maintenance.
- Developed and executed budgets and the long-term information technology strategy for University of Pittsburgh School of Law.

Consultant

June 2009 – July 2014

Information Technology, University of Pittsburgh, Pittsburgh PA

- Provided high-level technical support for servers, workstations, and applications.
- Deployed and troubleshooted Windows and Mac operating systems.
- Managed mobile devices, web development, and central management of computers.

Instructor

September 1999 – May 2014

Butler County Community College, Butler, PA

- Instructed credit and non-credit computer classes.
- Developed curriculum and taught computer classes for various programs.
- Conducted distance education classes.

Help Desk Analyst

September 2007 – June 2009

Information Technology, University of Pittsburgh, Pittsburgh PA

- First line of support for the university, addressing technology issues via phone, Internet, and email.
- Identified, researched, and resolved technical issues in a timely manner.
- Escalated complex issues and facilitated communication between different information technology teams.