

JOSHUA CONNER

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EXECUTIVE SUMMARY

IT Operations and Infrastructure leader with 12+ years of progressive experience building and scaling enterprise IT operating models across high-growth, acquisition-driven organizations. Proven track record owning end-to-end IT service delivery – from Incident and Problem Management through Change Enablement, operational vendor governance, and EUC – with deep ITIL-aligned practice ownership and measurable outcomes. Known for translating operational complexity into business-aligned results and delivering 100% Day-1 readiness across 8+ post-acquisition integrations.

CORE COMPETENCIES

IT Operations & Service Delivery Leadership · ITIL Practice Ownership (Incident, Problem, Change, Release, Service Transition) · Major Incident Command (Sev1/Sev2) & MTTD/MTTR Improvement · Root Cause Analysis (RCA) & Problem Management · Change Enablement & CAB/ECAB Governance · CMDB & Asset Lifecycle Management · End-User Computing & Digital Workplace (M365, Intune, JAMF) · Cloud & Infrastructure Operations (Azure, Hybrid Cloud) · MSP/SAM Vendor Governance & SLA/KPI Accountability · M&A IT Integration & Day-1 Readiness · IT Financial Management & Technical Debt Reduction · Security & Compliance Operations (NIST, Zero Trust, SOX, PCI) · ServiceNow · Executive & Cross-Functional Stakeholder Engagement

PROFESSIONAL EXPERIENCE

Centric Brands LLC

Director, IT Infrastructure

Sep 2021 – Dec 2025 · 4 Direct Reports, 10 Indirect & 2 MSPs · *Promoted from Senior Manager, IT Infrastructure*

- Owned end-to-end IT end-user experience and service delivery for 2,000+ users across corporate, retail, and distribution environments – spanning infrastructure, cloud platforms, enterprise applications, end-user computing, and managed service partner delivery in a global licensing organization undergoing rapid acquisition-driven growth.
- Led Major Incident Management (Sev1/Sev2) including command, stakeholder communications, restoration coordination, and post-incident reviews, driving measurable improvement in MTTD/MTTR and establishing repeatable operational rhythms for high-severity events.
- Owned Problem Management function including structured Root Cause Analysis (RCA), corrective action tracking, and systemic elimination of recurring incidents through process redesign, tooling improvements, and configuration governance.
- Established and scaled the IT integration strategy and playbook for 8+ acquisitions, standardizing due diligence, Day-1 readiness, and post-merger integration to ensure consistent, disruption-free business onboarding across diverse environments.
- Transformed managed services strategy and vendor governance model, owning SLA/KPI frameworks, service reviews, and commercial accountability – renegotiating contracts to incorporate performance-based delivery and automation, improving service quality while maintaining cost discipline.
- Governed CMDB health and asset lifecycle management, ensuring configuration data accuracy for incident response, impact analysis, change risk assessment, and audit readiness across the enterprise.

- Defined a technical debt reduction strategy and governance framework, driving a 60% reduction by eliminating shadow IT, consolidating platforms, and aligning ownership across the enterprise.
- Maintained audit-ready operational controls supporting SOX and PCI compliance requirements across endpoint, identity, and access management environments, partnering with security and compliance teams on evidence readiness and control execution.
- Redesigned the enterprise onboarding and identity operating model, implementing automated lifecycle workflows that reduced onboarding time from 2 weeks to 5 days and improved workforce productivity at scale.
- Defined and executed a multi-year digital workplace strategy, standardizing on Microsoft 365, Intune, Azure, and JAMF to enable a scalable, secure, and globally consistent end-user environment.

Lincoln Financial Group

Manager, IT Support

Aug 2017 – Sep 2021 · 16 Direct Reports, 1 MSP

- Led 16 analysts and a global MSP, maintaining SLA performance and executing a seamless vendor transition (Cognizant → Mindtree) with no degradation to service continuity.
- Improved service delivery by increasing FCR by 10–15% and reducing handle time by 15–20% through workflow optimization, shift-left strategy, and targeted training.
- Implemented ITIL-based processes and KPI governance via ServiceNow, improving service consistency, operational visibility, and management reporting across the support organization.

Ralph Lauren Corporation

Supervisor, IT Global Service Desk

Nov 2011 – Jun 2017 · 20 Direct · Promoted from Service Desk Generalist

- Led 24/7 global service desk operations supporting 20,000+ users across corporate, retail, and distribution environments.
- Owned Incident, Change, Problem, and Knowledge Management practices, establishing operational consistency and ITIL-aligned process discipline.
- Improved First Call Resolution from 60% to 70% through shift-left strategy and service desk optimization initiatives.

EDUCATION

East Carolina University — B.S., Communication (Journalism & Media Studies)

Pitt Community College — Associate Degree, Information Systems

CERTIFICATIONS & AFFILIATIONS

ITIL® Foundation (PeopleCert, 2026) · HDI Support Center Manager (HDI, 2015)

Member: ISC2 · ISACA · SDI