

NICHOLAS JORDAN

ENTERPRISE IT OPERATIONS | SERVICE DELIVERY | INFRASTRUCTURE | TECHNOLOGY TRANSFORMATION

Atlanta, GA | [linkedin.com/in/nicholasjordan-atl](https://www.linkedin.com/in/nicholasjordan-atl)

EXPERIENCE SUMMARY

Enterprise technology executive with 30 years of progressive IT experience, including 20+ years of leadership across retail, distribution, manufacturing, corporate, and construction-services environments. Builds and scales high-performing technology organizations and translates growth, risk, and customer needs into operating models, investment portfolios, resilient services, and measurable outcomes. Experience spans enterprise IT operations, infrastructure, digital workplace, service management, cybersecurity alignment, ERP, and supply-chain enablement, major incident command, vendor strategy, and workforce development.

Recognized for sustained Far Exceeding performance ratings, executive-level influence, disciplined governance, and the ability to lead leaders through rapid growth and organizational change. Career outcomes include 98%+ SLA attainment, CSAT growth from 82% to 98%, a 27% reduction in MTTR, 40% fewer repeat incidents, first-contact resolution growth from 68% to 84%, endpoint compliance above 96%, and more than \$1.1 million in recurring savings.

LEADERSHIP AND TECHNOLOGY ENVIRONMENTS

DOMAIN	KEYWORDS & CAPABILITIES
Enterprise Leadership	Technology Strategy; Operating Models; Organizational Design; Management of Managers; Succession Planning; Executive Communications; Business Partnership
Portfolio & Financial Governance	IT Portfolio Management; Multi-Year Planning; CAPEX/OPEX; Forecasting; Business Cases; Scenario Planning; Benefits Realization; Cost Optimization; FinOps
Service & Operational Excellence	ITIL 4; Incident, Major Incident, Problem, Change, Request, and Knowledge Management; SLA/XLA/KPI; CSAT; CMDB; ServiceNow; KCS; Business Continuity
Infrastructure & Digital Workplace	Enterprise Infrastructure; Network Operations; SD-WAN; Microsoft 365; Entra ID; Intune; Autopilot; Conditional Access; Endpoint Engineering; Asset Lifecycle
Transformation & Architecture	ERP Modernization (SAP S/4HANA, Oracle Cloud ERP); Cloud Transformation; IAM/PAM; AI Enablement; RPA; Systems Integration; Data Governance
Commercial & Vendor Leadership	Strategic Sourcing; Contract Negotiation; Licensing; MSP Governance; QBRs; Vendor Rationalization; SLA Governance; Risk Controls

SELECT PROJECTS & IMPACTS

- **Service Delivery Transformation:** Rebuilt enterprise support governance across 276+ stores, five design studios, five distribution centers, and 3,400+ users, lifting CSAT from 82% to 98%, sustaining 98%+ SLA attainment, reducing backlog by 40%, and lowering ticket volume by 22%.
- **Major Incident and Problem Management:** Co-led the Enterprise Incident Management Playbook and a formal incident-command model, reducing MTTR by 27% and repeat incidents by 40% through severity standards, bridge roles, executive communications, root-cause analysis, and corrective-action governance.
- **Digital Workplace and AI-Enabled Support:** Led Intune and Windows Autopilot adoption and integrated Moveworks AI with ServiceNow, Microsoft 365, Workday, and Coupa, cutting provisioning time by more than 70%, raising endpoint compliance from 88% to 96%+, and improving first-contact resolution from 68% to 84%.
- **Infrastructure Reliability:** Managed national SD-WAN and wireless modernization, monitoring, and governance, reducing network incidents by 47% and sustaining approximately 99.9% availability.
- **Financial and Vendor Governance:** Oversaw +\$3 million annual IT portfolio within 2% of plan and delivered more than \$1.1 million in recurring savings through vendor rationalization, licensing consolidation, and contract governance.
- **ERP Consolidation:** Co-led the consolidation of three legacy systems into SAP S/4HANA across 60+ manufacturing and corporate locations and 17,000+ users at Thyssenkrupp North America.
- **Workforce Development and Succession:** Created the Service Champions, Each-Teach, and Leadership Ladder programs, strengthening technical upskilling, peer knowledge sharing, recognition, and succession readiness across Corporate IT Operations.

PROFESSIONAL EXPERIENCE

IT'S ELECTRIC, LLC | Atlanta, GA

Head of Information Technology (Fractional) | 2026 to Present

Lead technology strategy, architecture, operations, governance, and investment planning as the sole technology executive for a growing commercial, industrial, low-voltage, healthcare, multifamily, and construction-services contractor.

- Advise the CEO and operating leaders on technology risk, solution architecture, vendor selection, and technology-enabled growth, with investment decisions framed by business case, total cost of ownership, and lifecycle impact.
- Established the technology operating model, multi-year roadmap, decision rights, governance standards, and vendor-management disciplines required to scale corporate and field operations.
- Architected a Microsoft 365 Business Premium digital workplace, including a hub-and-spoke SharePoint Online intranet with 11 associated sites, a Knowledge Center, and a Fleet Operations Management System deployed through PnP PowerShell.
- Digitized fleet, project, HR, and leadership workflows through eight Power Automate flows, governed lists, and Office Scripts integration, replacing manual tracking with automated renewals, leadership digests, and follow-up enforcement.
- Created identity, privileged-access, joiner/mover/leaver, asset, incident, and continuity frameworks aligned with Entra ID, ITIL, and auditable accountability.
- Built a training and development ecosystem with curriculum architecture, instructor and student editions, assessments, and role-based learning paths, including a five-week IT internship curriculum.

FLOOR & DECOR | Atlanta, GA

Senior Director, Corporate IT Operations | 2024 to 2026

Promoted from Senior Manager after consistently "far-exceeding" performance reviews to lead Corporate IT Operations through an enterprise leadership succession and C-suite reorganization.

- Led a 28-person, regionally dispersed technology operations organization through functional managers and senior technical leaders, accountable for infrastructure operations, service delivery, end-user services, digital workplace, asset lifecycle, major incidents, and automation across 276+ stores, five design studios, five distribution centers, and corporate headquarters.
- Partnered with IT and HR leadership to redesign the organization around defined service functions, manager accountabilities, decision rights, and succession coverage, improving decision speed and end-to-end accountability.
- Governed an approximately \$4 million annual IT portfolio within 2% of plan across demand intake, business cases, CAPEX/OPEX, licensing, and technology refresh for store and distribution growth.
- Directed strategic sourcing and commercial governance across managed service providers, technology partners, and licensing portfolios, contributing more than \$1.1 million in recurring savings.
- Aligned application, infrastructure, cybersecurity, supply-chain, and business executives on operational readiness and support transition for Oracle Cloud ERP, Salesforce CRM, Manhattan Active WMS, MobileIQ, StorageBuy, and POS platforms.

Senior Manager, Corporate IT Operations | 2022 to 2024

Led the operational execution layer for a high-growth retail and distribution enterprise, combining direct service accountability, people leadership, cross-functional governance, and portfolio stewardship.

- Scaled the technology operating model as the company grew from approximately 168 locations and 2,700 corporate employees to 276+ locations in 39 states and approximately 3,400 employees.
- Owned ITSM governance across Incident, Major Incident, Problem, Change, Request, Knowledge, and CMDB, running KPI, XLA, SLA, and CSAT scorecards with weekly and monthly business reviews.
- Served as primary P1/P2 escalation authority, establishing incident command, coordinating infrastructure, application, security, and vendor teams, and governing restoration, root-cause analysis, and corrective-action closure.
- Led digital workplace and endpoint execution across Intune, Windows Autopilot, Entra ID, Conditional Access, and Microsoft 365, standardizing zero-touch deployment, policy enforcement, and compliance.
- Automated joiner/mover/leaver workflows, ticket routing, and request fulfillment by integrating HRIS, ServiceNow, Microsoft 365, identity services, and Moveworks AI.
- Directed end-to-end IT asset lifecycle governance from demand planning and procurement through deployment, recovery, and disposition, aligned with ServiceNow CMDB and financial controls.

THYSSENKRUPP NORTH AMERICA | Alpharetta, GA

Manager II, IT Operations, Infrastructure, and End-User Services | 2012 to 2022

Led IT operations, infrastructure services, and end-user technology across 60+ manufacturing and corporate locations and 17,000+ users in a 24x7x365 multinational environment where plant availability and rapid recovery drove production continuity.

- Led 21 senior infrastructure and operations professionals supporting manufacturing, distribution, field, and corporate environments across North America.
- Co-led the consolidation of three legacy systems into SAP S/4HANA, aligning infrastructure readiness, cutover support, and service transition with plant and corporate priorities.
- Directed infrastructure operations, network and workplace support, disaster-recovery readiness, lifecycle planning, and vendor performance across the region.
- Authored or co-authored the Incident Response Management, Asset Lifecycle Management, and joiner/mover/leaver governance models, strengthening escalation responsiveness, audit readiness, and root-cause follow-through.
- Partnered with global technology, cybersecurity, application, and manufacturing leaders on transformation roadmaps, enterprise integrations, and cost optimization.

Manager, IT Operations, Infrastructure, and End-User Services | 2011 to 2012

- Managed infrastructure and end-user technology services for distributed manufacturing and corporate locations, directing senior technical staff and contractors through workload priorities, escalations, and production-critical incident response.
- Earned promotion to Manager II within one year based on delivery, customer partnership, and performance excellence.

EDUCATION AND CERTIFICATIONS

Master of Professional Studies (MPS), Management Information Technology

Georgetown University | 4.0 GPA | Honors Graduate

Bachelor of Science (BS), Information Technology

Herzing University | 4.0 GPA | Summa Cum Laude

Technical Diploma, Network Engineering and Management

Computer Learning Centers | 4.0 GPA | Summa Cum Laude

Certifications: ITIL 4 | Certified Agile Leadership | Leading People