

HENRY REILLY

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SUMMARY

IT Support leader and process improvement Specialist with a strong track record of ensuring data accuracy, consistency, and reliability across enterprise systems. I specialize in elevating data quality, especially quality control, ensuring accurate, reliable, and well-governed data, specifically internal employee data. I lead cross-system reconciliations, validate identity attributes, and resolve discrepancies spanning Workday, Active Directory, ISAM, ServiceNow, and Facilities.

Skilled in process standardization, improving data flows, and partnering with HRIS, IAM, and ITSM teams, in strengthening controls and reducing operational risk. Known for uncovering upstream data issues, clarifying ownership, and implementing sustainable improvements, I help organizations enhance service quality and governance maturity. Driven by a commitment to building reliable identity data ecosystems, I focus on enabling compliance, analytics, and operational excellence.

CORE COMPETENCIES

- Data Quality Administration
- Cross-System Reconciliation
- Identity Full Lifecycle
- Root Cause Analysis
- Process Design & Optimization
- Data Issue Management
- ITSM & Request Fulfillment
- Stakeholder Collaboration

Data Reconciliation

- Ensured accuracy and consistency of employee, identity, and access data across Workday, Active Directory, ISAM, ServiceNow, and SaaS systems (e.g. Webex, Concur, ServiceNow, Cactus) reducing incident tickets to the Help Desk, while also ensuring automation rule integrity.
- Led enterprise-wide reconciliation efforts to resolve discrepancies, identify upstream data issues, and enforce data ownership.

- Partnered with HRIS, IAM, ITSM and Real Estate teams to validate data feeds, correct lineage breaks, and implement sustainable controls.
- Reduced identity data inconsistencies by tracing root causes across five enterprise systems.

Process Improvement

- **Implemented ITSM Systems:** Designed and executed worker onboarding and offboarding processes within various ITSM systems, including IBM's ISM, SCCD, and ServiceNow.
- **Spearheaded Intern Onboarding Program:** Led the resolution of delayed intern setups by resetting timelines, ensuring same-day onboarding completion since 2014, a practice that continues to this day.
- **Optimized Asset Collection Process:** Developed a semi-automated process to eliminate manager involvement, significantly enhancing equipment collection from termed employees and minimizing asset loss.
- **Streamlined Return-from-Leave Procedure:** Collaborated with HR, Corporate Communications and other IT fulfillment teams to define expectations and processes, simplifying the technological reconnection for returning employees and reducing Help Desk calls.
- **Consolidated Software Access Workflows:** Resolved software access and installation issues by unifying workflows into a single stream, resulting in faster customer service and fewer Help Desk tickets.

PROFESSIONAL EXPERIENCE

Blue Cross Blue Shield of Massachusetts

Sr. Manager, Deskside Support

March 2014 – November 2024

Provided operational leadership for Tier II End User Services supporting one of New England's largest healthcare organizations. Directed Deskside Support operations while overseeing Asset Management, Mobile Device Services, executive support functions, and operational service delivery initiatives.

Key accomplishments included:

- Led enterprise Deskside Support operations across multiple corporate locations.

- Directed Asset Management operations governing endpoint lifecycle management, inventory accuracy, equipment recovery, and deployment activities.
- Designed and implemented an automated offboarding process by partnering with Identity Management to create a daily termination reporting solution that automatically initiated asset recovery workflows, significantly improving equipment accountability while eliminating reliance on inconsistent manual reporting.
- Successfully managed office consolidation activities by developing staffing plans that redistributed technical resources across multiple locations while maintaining service levels.
- Recommended organizational changes that reassigned experienced technicians to enterprise deployment projects, increasing project delivery capacity without negatively impacting ongoing support operations.
- Improved technician productivity through standardized operating procedures, documentation enhancements, and knowledge-sharing initiatives.
- Partnered closely with HR, Identity Management, Infrastructure, Facilities, Procurement, Project Management, and Security teams to coordinate enterprise support initiatives.
- Promoted user adoption through IT communications, quarterly business updates, educational sessions, and self-service initiatives that reduced repeat support requests.
- Established operational processes that strengthened governance, improved consistency, and enhanced overall employee experience.

Haemonetics Corporation

Manager, Outsourced Enterprise Support (Contract)

September 2012 – September 2013

Managed an IAM fulfillment and incident support team, as well as being the liaison to a global 24/7 Level 1 service desk supporting 3,700 users across 14 countries.

Key accomplishments included:

- Expanded IAM operational capabilities by identifying high-potential technical talent and successfully developing employees into advanced Identity Management roles.

- Administrative liaison to a 24/7 global helpdesk acting as a bridge between Haemonetics end-users and IT management and the MSP help desk provider.
- Improved onboarding documentation and knowledge transfer for new technical staff.
- Collaborated extensively with Security, Infrastructure, HR, and enterprise application teams to support secure employee onboarding and access provisioning.
- Developed staff through coaching, mentoring, and career advancement opportunities.

DentaQuest (Now Sunlife)

Help Desk Supervisor, End User Services

June 2006 - December 2011

Supervised various teams including Help Desk , Deskside, and Deskside Engineering supporting the Enterprise across 2 time zones (EST, CST); oversaw, reported, and managed employee activity and goals.

Responsibilities included:

- Leadership of Deskside Support teams.
- Enterprise hardware lifecycle management.
- Service delivery management.
- Vendor coordination.
- Operational planning.
- Team development.
- Process improvement.
- Executive support.
- Knowledge management.
- Customer experience initiatives.

Selected accomplishments:

- Improved operational consistency through standardized workflows and service documentation.
 - Strengthened cross-functional relationships with Infrastructure, Security, HR, and Project teams.
 - Enhanced service quality through operational metrics, coaching, and continual process improvement.
 - Supported enterprise technology refreshes while maintaining day-to-day operational excellence.
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LEADERSHIP PHILOSOPHY

I believe employees experience a single IT organization regardless of which team provides support. Successful Digital Workplace organizations deliver consistent service through standardized processes, shared knowledge, clear governance, measurable performance, collaborative partnerships, and a relentless commitment to continuous improvement. My leadership approach emphasizes empowering teams, simplifying operations, building trusted business relationships, and delivering technology services that enable employees to perform at their best.

TECHNOLOGY & PLATFORMS

ServiceNow • Active Directory • Microsoft 365 • Windows Enterprise • Mobile Device Management • Identity & Access Management • Hardware Lifecycle Management • Endpoint Support • ITIL Framework • Knowledge Management Platforms • Remote Support Technologies • Executive Support Technologies

EDUCATION

Hobart College, Geneva, NY, Bachelor of Arts

CERTIFICATIONS

- ITIL v4 Foundation
- Agile Methodologies
- Lean Six Sigma Yellow Belt