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HENRY REILLY

Senior Leader – Digital Workplace • End User Services/Computing • ITSM Operations

EXECUTIVE SUMMARY

Strategic IT leader with more than 20 years of progressive experience leading Digital Workplace, End User Services, Deskside Support, Identity & Access Management, Asset Lifecycle Management, Service Delivery, and IT Operations within highly regulated healthcare and life sciences organizations. Proven success transforming support organizations through operational governance, process improvement, knowledge management, cross-functional collaboration, and customer-focused service delivery.

Recognized for building high-performing teams while driving enterprise-wide initiatives that improve employee experience, increase operational efficiency, reduce support costs, and strengthen service quality. Experienced influencing executive stakeholders and leading organizational change without relying solely on formal authority. Combines operational discipline with a continuous improvement mindset to create scalable, measurable, and sustainable Digital Workplace organizations.

CORE LEADERSHIP EXPERTISE

Digital Workplace Strategy • End User Services Leadership • IT Operations Management • Service Delivery Excellence • Employee Experience • ITIL Practices • Knowledge Management • Organizational Change Leadership • Cross-Functional Collaboration • Process Improvement • Operational Governance • Vendor Management • Asset Lifecycle Management • Hardware Deployment Strategy • Identity & Access Management • ServiceNow • Incident & Request Management • Problem Management • Major Incident Support • KPI & SLA Management • Continuous Service Improvement • Team Development • Coaching & Mentoring • Budget & Resource Planning • Stakeholder Management • Business Relationship Management

SELECTED DIRECTOR-LEVEL ACHIEVEMENTS

Digital Workplace Strategy & Transformation

- Developed Digital Workplace strategies that aligned technology services with business priorities, operational efficiency, and employee productivity.
- Led enterprise workplace initiatives spanning End User Services, endpoint management, collaboration technologies, software delivery, and workplace operations.
- Modernized employee technology services through workflow redesign, process standardization, and service automation.
- Partnered with Infrastructure, Security, Identity Management, HR, Facilities, Procurement, and Project Management to successfully deliver enterprise initiatives.
- Championed self-service, automation, and governance models that improved operational visibility while reducing manual effort.
- Balanced business agility with security, compliance, and operational governance across highly regulated healthcare environments.

ITSM & Operational Excellence

- Built scalable IT service organizations focused on governance, operational consistency, measurable performance, and continuous improvement.
- Designed enterprise workflows that streamlined Incident, Request, Asset, Knowledge, and Service Delivery operations.
- Leveraged ServiceNow and ITIL practices to improve service quality, operational maturity, and cross-functional collaboration.
- Developed executive dashboards, operational metrics, and service reviews that enabled data-driven decision making.
- Directed enterprise process improvements that reduced operational risk while improving service quality and resource utilization.
- Fostered a documentation-first culture through SOPs, knowledge management, and repeatable operational practices.

Workplace Technology Lifecycle

- Designed enterprise onboarding, transfer, and offboarding services that standardized technology delivery while improving governance.
- Established lifecycle strategies spanning procurement, deployment, support, refresh, redeployment, recovery, and secure asset disposition.
- Integrated lifecycle operations across ITSM, Identity Management, Asset Management, HR, Procurement, and Security.
- Standardized hardware and software delivery models to improve scalability, consistency, and employee experience.
- Developed lifecycle governance, operational standards, and service workflows supporting enterprise workplace technology.

Organizational Leadership

- Built and developed high-performing technical organizations through coaching, mentorship, accountability, and employee empowerment.
- Led geographically distributed teams supporting organizations ranging from 50 to nearly 5,000 employees.
- Directed vendor and managed service provider relationships through governance, performance management, and service accountability.
- Built trusted partnerships across Infrastructure, Security, Identity Management, HR, Procurement, Finance, and executive leadership.
- Led organizational change initiatives that aligned people, technology, and business priorities.
- Influenced executive decision making through business cases, operational strategy, and continuous improvement initiatives.

Customer Experience & Service Delivery

- Built customer-centric support organizations focused on responsiveness, communication, and operational excellence.
- Improved employee productivity through standardized workplace technology services and simplified support processes.
- Established knowledge management practices including SOPs, runbooks, self-service resources, and end-user communications.
- Created consistent service experiences across onsite, remote, and vendor-supported support organizations.
- Used operational metrics, customer feedback, and service trends to drive continual service improvements.

PROFESSIONAL EXPERIENCE

Sr. Manager, Deskside Support

Blue Cross Blue Shield of Massachusetts | 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 closely partnering with Hardware Asset Management, assisting executive end users, and driving key service delivery improvements across the organization.

Key accomplishments included:

- Led enterprise Deskside Support operations across multiple corporate locations.
- Partnered with Hardware Asset Management to support endpoint lifecycle activities, ensuring accurate inventory, timely equipment recovery, and smooth deployment operations.
- 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.

Manager, Outsourced Enterprise Support (Contract)

Haemonetics Corporation | September 2012 – September 2013

Managed an Identity & Access Management (IAM) fulfillment and incident support team while serving as the operational liaison between internal IT leadership and a global 24×7 managed service provider supporting approximately 3,700 employees across 14 countries. Directed service delivery, workforce development, and cross-functional collaboration to ensure secure, consistent, and high-quality end-user support.

Selected Leadership Contributions

- Directed daily IAM fulfillment and operational support activities, ensuring timely access provisioning, incident resolution, and service continuity while supporting enterprise security and compliance requirements.
- Served as the primary operational partner to a global outsourced Service Desk, strengthening communication, improving escalation management, and aligning managed service performance with internal IT objectives and business expectations.

- Partnered closely with Security, Infrastructure, Human Resources, and enterprise application teams to streamline employee onboarding, access provisioning, and identity lifecycle processes across a global workforce.
- Strengthened organizational capability by identifying high-potential technical talent, mentoring employees into advanced Identity & Access Management roles, and improving onboarding documentation, knowledge transfer, and operational readiness.
- Promoted a culture of collaboration, accountability, and continuous improvement through coaching, process refinement, and strong relationships with internal stakeholders and external service providers.

Help Desk Supervisor, End User Services

DentaQuest | June 2006 – December 2011

Supervised Help Desk, Deskside Support, and Deskside Engineering teams delivering enterprise End User Services across five states and two time zones. Led daily service delivery, workforce planning, operational governance, and process improvement while supporting a highly regulated healthcare environment.

Selected Leadership Contributions

- Directed daily operations across Help Desk, Deskside Support, and Engineering teams, establishing consistent service delivery standards, managing staffing and scheduling, and coaching employees to improve technical performance and customer satisfaction.
- Led enterprise endpoint lifecycle operations, overseeing hardware deployment, recovery, inventory management, executive support, and technology refresh initiatives while maintaining uninterrupted business operations.
- Partnered with Infrastructure, Security, Human Resources, Project Management, and external vendors to coordinate enterprise technology deployments, operational initiatives, and cross-functional service improvements.
- Improved operational maturity by standardizing support workflows, expanding knowledge management practices, and strengthening documentation that increased consistency, reduced rework, and improved onboarding of new technicians.

- Established a culture of continuous improvement through performance metrics, coaching, operational reporting, and customer-focused service delivery that improved both technician effectiveness and the end-user experience.

Earlier Career

Progressive roles of increasing responsibility supporting enterprise IT organizations within financial services and healthcare research environments, developing broad expertise in End User Services, IT Operations, enterprise service delivery, and technical leadership.

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
- CompTIA Network+