

# Ian D. Birch

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## SUMMARY

Skilled Systems Architect with strengths in enterprise architecture, product management, and application integration. Professional and adept at ensuring quality in various industries. Successful in delivering innovative solutions and for a variety of products, tools, and services, resulting in profitable growth for the business.

## EXPERIENCE

**Systems Software Architect** – TTEC, Denver, CO Nov. 2017 – present

Develop, refine, and implement solutions for enterprise applications, and serve as an ongoing point of contact during the product development lifecycle. Create service delivery roadmaps for new products and tools. Develop architecture blueprints for new products and services that involve on-premise or cloud-based applications.

### *Accomplishments:*

- Designed enterprise solution to provide dynamically translated web applications with full management over the translated strings. Resulting ROI of 180%
- Developed automated process for restoring critical business services reducing MTTR by 38%
- Designed SaaS product which provides real-time analysis and visualization of agent productivity within web-based applications for voice, chat, and back-office work. MVP ROI of 54%

**IT Services Manager** – UK2Group, Providence, UT Mar. 2016 – Aug 2017

Oversee enterprise service delivery and support. Serve as mentor for junior technical resources.

### *Accomplishments:*

- Automated manual processes creating labor savings of 10%.
- Consolidated siloed support teams and applications, reducing staff by 6% and increasing productivity by 17%.
- Led development and implementation of several internal tools which provided a clearer insight into the needs of customers and allowed the company to provide more proactive service.

**Systems Administrator** – UK2Group, Providence, UT Nov. 2014 – Mar. 2016

Manage virtual and physical servers, optimize web server performance, and configure services according to client specifications.

### *Accomplishments:*

- Led the team in incident resolution achieving 102% higher than the team average.
- Provided weekly training sessions on Linux command line utilities and scripts to mentor other admins and engineers, develop professional skills, and sharpen troubleshooting abilities.
- Composed complex BASH scripts to automate tasks and increase efficiency

## PROFESSIONAL SKILLS

Enterprise Architecture, Product Management, SDLC, Systems Engineering, Solution Design and Implementation, IT Service Orchestration, Process Automation, EAI, SaaS, iPaaS, SOA, REST, ETL, Systems Administration

## EDUCATION

**Mechanical Engineering** – Utah State University, Logan, Utah