

# Stefan Higgins

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## SUMMARY

Service desk operations specialist with five years of experience governing ITSM queues, coordinating escalations, protecting SLA performance, and improving ticket workflows across enterprise support environments. Advanced knowledge of **ManageEngine ServiceDesk Plus**, ITIL practices, Incident Management, **Service Request Management**, Problem Management, Knowledge Management, workflow automation, and operational reporting supports consistent service delivery. Daily work connects queue health with business needs, from accurate categorization and routing through closure quality and backlog control. Reporting experience covers FCR, MTTR, **Mean Time to Resolve**, **Resolution SLA Attainment**, Ticket Aging, Reopen Rates, and Backlog Volumes using ServiceDesk Plus, Excel, and Power BI. ITIL v4 Foundation certified, with a calm approach to P1 and P2 coordination, stakeholder updates, and practical service improvement.

## EXPERIENCE

### Service Desk Queue Specialist

March 2024 - Present

Midwest Digital Support Group

*Des Moines, Iowa*

Governs Incident, Service Request, and Task queues in ManageEngine ServiceDesk Plus, supporting daily operations, escalation control, reporting, routing quality, and service improvement across specialized support teams.

- Governed ServiceDesk Plus queues, improving ticket categorization, priority accuracy, assignment quality, and closure documentation.
- Reviewed aging work and backlog concentrations, then balanced ownership across analysts and specialized support groups.
- Tracked FCR, MTTR, resolution SLA attainment, **reopen rates**, and **backlog volumes** through Power BI analytics.
- Coordinated P1 and P2 escalations across infrastructure, network, security, application, and **vendor teams**.
- Maintained **business rules**, **assignment groups**, categories, templates, and notifications after controlled routing changes.
- Built Excel and Power BI dashboards that surfaced **recurring service issues** for Problem Management reviews.

### Senior Service Desk Analyst

January 2023 - February 2024

Heartland Infrastructure Services

*Ames, Iowa*

Managed high volume Incident and Service Request work through ITIL practices, supporting shift coordination, SLA protection, knowledge reuse, reporting, and routing consistency for service desk leadership.

- Managed high volume Incident and **Service Request queues**, keeping records complete, current, and actionable.
- Reviewed **aging** incidents during handoffs, escalating business critical work before service commitments were missed.
- Coordinated network, **application**, security, and **infrastructure** specialists during service restoration efforts.
- Built weekly Excel reports covering response time, resolution time, **backlog**, reopen rates, and SLA attainment.
- Refined ticket **templates** and category guidance, reducing avoidable reassignment between support groups.
- Converted approved recurring issue resolutions into reusable knowledge articles for future analyst support.

### Service Desk Analyst

September 2021 - December 2022

Riverbend Technology Center

*Cedar Rapids, Iowa*

Supported frontline service desk operations through structured triage, customer communication, SLA monitoring, documentation, reporting, and escalation practices while building a strong ITIL foundation.

- Triage incidents and service requests using **priority**, category, **assignment**, and documentation standards.
- Resolved first contact issues within procedure, **routing** complex cases with complete diagnostic notes.
- Tracked assigned tickets against response and resolution SLAs during regular queue reviews.
- Maintained customer updates and **closure details** for **reporting**, audit review, and knowledge reuse.
- Used Excel to summarize ticket volume, request **categories**, aging work, and reopened cases.
- Applied ITIL practices, escalation procedures, knowledge articles, and structured service desk communication.

## PROJECTS

### Service Desk Reporting Modernization 📅 2025

Created a practical reporting model using Excel, Power BI, and ServiceDesk Plus data. The work connected queue health, SLA attainment, aging, reopen rates, and backlog trends for clearer operational conversations.

### Queue Routing Governance Refresh 📅 2024

Reviewed categories, assignment groups, templates, notifications, and business rules in ServiceDesk Plus. Updates gave analysts clearer routing guidance and helped support teams address ownership gaps sooner.

LEADERSHIP & AWARDS

- ITIL service improvement recognition for dependable P1 and P2 escalation coordination.
- Service desk leadership recognition for clear reporting and practical queue governance improvements.
- Peer recognition for turning recurring issue evidence into useful knowledge articles.

EDUCATION

Associate of Applied Science in Information Technology2021

Kirkwood Community College GPA: 0Cedar Rapids, Iowa

Coursework: IT service management, networking fundamentals, database concepts, systems administration

CERTIFICATIONS

- ITIL v4 Foundation 📅 2024
- ManageEngine ServiceDesk Plus Fundamentals Certificate 📅 2025

TECHNICAL SKILLS

- **ITSM Platforms:** ManageEngine ServiceDesk Plus, ServiceDesk Plus ITSM, ITSM queue administration
- **ITIL Practices:** ITIL Framework, Incident Management, Service Request Management
- **Problem and Knowledge:** Problem Management, Knowledge Management, knowledge articles
- **SLA Analytics:** SLA Management, Resolution SLA Attainment, SLA risk tracking
- **Queue Operations:** Incident queues, Service Request queues, Task queues
- **Reporting Tools:** Microsoft Excel, Power BI, ServiceDesk Plus Analytics
- **Workflow Configuration:** Business rules, assignment groups, routing workflows
- **Ticket Administration:** Categories, templates, notifications
- **Escalation Operations:** P1 incident coordination, P2 incident coordination, escalation management
- **Service Metrics:** FCR, MTTR, Mean Time to Resolve

SKILLS

- |                              |                         |                          |                 |
|------------------------------|-------------------------|--------------------------|-----------------|
| • Queue Governance           | • Problem Management    | • Service Desk Analytics | • FCR Tracking  |
| • Incident Management        | • Knowledge Management  | • Dashboard Reporting    | • MTTR Tracking |
| • Service Request Management | • Workflow Automation   | • Excel Reporting        | • Ticket Aging  |
| • SLA Management             | • Escalation Management | • Power BI Reporting     |                 |

PROFESSIONAL AFFILIATIONS

- ITIL community participant, sharing practical service management and queue governance insights.
- ManageEngine user community participant, following ServiceDesk Plus administration and reporting practices.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST