

CHRISTOPHER BALK

DIRECTOR, GLOBAL SERVICE DELIVERY & SUPPORT

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EXECUTIVE PROFILE

For more than 30 years, Christopher Balk has built and led global service delivery and support organizations. He develops support talent and leaders into strong, stable teams. He implements support that works for users in many countries and time zones. He uses ITSM platforms, automation, and analytics to make service faster, more consistent, and less expensive.

Christopher believes that support is a people business. Every support interaction is the face of IT. When the people who deliver support have good training, good tools, and a clear future, customers get better service. He is known for a collaborative style, trusted relationships, and measurable results.

EXECUTIVE BIOGRAPHY

Christopher Balk has spent more than three decades in IT service delivery. He started in hands-on support at the University of Michigan Medical Center (now Michigan Medicine). He then moved into consulting, enterprise architecture, and the leadership of global support organizations. At each step, he learned one lesson: technology changes, but good service depends on well-developed people.

At eIT Advisors, Christopher led a 24x7 follow-the-sun support organization of more than 100 technology professionals in 9 to 10 countries. He built a complete talent development program: structured onboarding, skills-based training, coaching and quality reviews, recognition, and career paths from agent to team lead and manager. The results were about 95% customer satisfaction, more than 70% lower turnover, and about 60% lower training and operating cost. Across his career, he has implemented support for global programs in more than 70 countries and more than 2 million technology assets.

Christopher uses technology to make support teams more effective, not to replace good service. He has implemented ITSM platforms and workflow automation. He built real-time KPI and SLA dashboards that give agents, team leads, and executives the same clear view of service. He also manages \$10M+ in budgets and vendor partnerships.

Outside of his professional career, Christopher serves as Managing Director of the Depot Town Big Band, a 19-piece traditional jazz ensemble that he helped grow from a rehearsal group into a successful 501(c)(3) nonprofit organization serving the local community. That experience reflects the same leadership principles that have guided his corporate career: bringing people together around a shared vision, developing talent, building lasting relationships, and creating organizations that continue to thrive.

LEADERSHIP PHILOSOPHY

Christopher believes leadership is about people. Technology will continue to change, but trust, integrity, collaboration, and accountability stay the foundation of good service.

His approach is simple: develop the people, give them clear processes and good tools, and measure what matters. People. Process. Technology. In that order. When those elements are in place, service improves, cost goes down, and the support organization becomes a trusted partner to the business.

EXECUTIVE POSITIONING

Christopher Balk is a director of global service delivery and support with more than 30 years of experience in IT service delivery. He focuses on three things: the development of support talent and leaders, the successful implementation of support, and the innovative use of technology in service operations. He has led 24x7 follow-the-sun teams of more than 100 professionals, supported programs in more than 70 countries, and delivered 95% customer satisfaction with more than 70% lower turnover. He uses ITSM platforms, automation, and real-time analytics to improve service and control cost. He is pursuing director and senior director roles that lead global service delivery and support organizations.