

CHRISTOPHER BALK

DIRECTOR, GLOBAL SERVICE DELIVERY & SUPPORT

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PROFESSIONAL SUMMARY

Director of global service delivery and support with **30+ years** of IT service delivery experience. Builds and leads 24x7 follow-the-sun support organizations of **100+ technology professionals**, with managers and team leads in multiple countries. Develops talent at every level, from agent to team lead to manager, through structured onboarding, skills-based training, coaching, quality reviews, recognition, and clear career paths. Implements support for global technology programs in **70+ countries**, from readiness planning through steady-state operations, with more than **2 million technology assets** migrated, rolled out, and transformed. Uses ITSM platforms, workflow automation, and real-time KPI and SLA dashboards to improve service and control cost. Results include **95% customer satisfaction**, **70%+** lower turnover, about **60%** lower training and operating cost, and up to **40%** lower infrastructure cost, with **\$10M+** in operating and capital budgets.

PROFESSIONAL CORE COMPETENCIES

- Global Support Organization Leadership
- Talent & Leadership Development
- Coaching & Quality Reviews
- Career Path Development
- Recognition & Engagement
- Continuous Improvement Programs
- Global Team Leadership
- Executive Stakeholder Management
- Change Leadership
- Relationship Building & Influencing
- Global Service Desk Operations
- 24x7 Follow-the-Sun Support
- Support Implementation & Transition
- IT Service Management (ITIL)
- ITSM Platform Implementation
- Workflow Automation
- Real-Time KPI & SLA Dashboards
- Workforce & Queue Analytics
- End User Services
- Vendor & Managed Services Governance

PROFESSIONAL EXPERIENCE

SOLUTIONS ARCHITECT

New Era Technology

2017 - Present

- Advise C-suite and IT leaders on global service delivery, service desk operating models, and end user support for multinational organizations.
- Direct global deployment and modernization programs. Establish standard support models, ITSM frameworks, KPI and SLA governance, and performance analytics so that support is ready for each rollout.
- Lead vendor and managed services governance. Apply ITSM workflow automation and performance dashboards to improve service quality, customer experience, and cost.

GLOBAL SERVICES MANAGER & SUPPORT DIRECTOR

eIT Advisors, LLC

2009 - 2017

- Directed global service delivery and support operations through a 24x7 follow-the-sun model. Led more than 100 technology professionals in 9 to 10 countries across service desk, infrastructure support, end user services, and managed service delivery.
- Built the talent development program for the support organization: structured onboarding, skills-based training, coaching, quality reviews, recognition, and career paths from agent to team lead and manager. Reduced turnover by more than 70% and lowered training and operating cost by about 60%.
- Implemented ITIL-based service management, ITSM platform workflows and automation, and real-time KPI and SLA dashboards with executive reports. Reached about 95% customer satisfaction through continuous improvement programs.
- Managed \$10M+ in operating and capital budgets, vendor governance, workforce planning, and compliance for clients in highly regulated industries.

MANAGING CONSULTANT

Coretek Services, LLC

2008 – 2009

- Led IT infrastructure and service delivery transformation for Fortune 500 and large enterprise clients, with scalable support operating models aligned to business goals.
- Designed and implemented ITSM frameworks for incident, problem, change, and service governance, with performance metrics and continuous improvement practices.
- Advised executive stakeholders on service strategy, infrastructure modernization, and operational roadmaps. Supported business development through solution design and executive presentations.

INFRASTRUCTURE ARCHITECT

Avanade, Inc.

2000 – 2008

- Architected and delivered enterprise infrastructure, endpoint management, and service delivery solutions for multinational organizations.
- Directed global deployment and integration programs with more than 150,000 technology assets across 70 countries. Led cross-functional teams, vendor partners, and implementation governance for operational readiness and service continuity.
- Led infrastructure transformation and consolidation programs that reduced operating cost by up to 40%, improved service scalability, and supported post-merger technology integration.

EARLIER EXPERIENCE

PRINCIPAL SYSTEMS CONSULTANT

Software Spectrum, Inc.

1996 – 2000

- Led systems management and IT support consulting engagements for large commercial clients, improving technology performance, support operations, and business continuity.
- Designed and implemented systems management frameworks, deployment strategies, and support best practices with client leadership.
- Advised executive stakeholders and technical teams on infrastructure modernization, operational planning, and large-scale technology implementations.

COMPUTER SYSTEMS CONSULTANT

University of Michigan Medical Center (now Michigan Medicine)

1992 – 1996

- Supported enterprise technology operations within a large multi-site academic healthcare environment, administering critical systems, end user computing, and infrastructure services to ensure high availability, operational reliability, and uninterrupted clinical support.
- Managed system deployments, hardware and software implementations, technology upgrades, and technical support initiatives while collaborating with cross-functional healthcare and IT teams to improve service delivery, operational efficiency, and user satisfaction.
- Contributed to infrastructure planning, systems administration, and technology standardization efforts, ensuring compliance with organizational policies and supporting secure, scalable, and high-performing IT environments in a mission-critical healthcare setting.

OTHER NOTABLE ACHIEVEMENTS

- Led support for global programs in **70+ countries** and 24x7 follow-the-sun service desk operations in 9 to 10 countries.
- Developed high-performing support teams of **100+ technology professionals** through training, coaching, recognition, and career paths, with **95% customer satisfaction**, **70%+** lower turnover, and **60%** lower training and operating cost.

- Migrated, rolled out, and transformed **2M+ technology assets** across the career, including **150,000+** in one program. Reduced infrastructure operating cost by **40%** while managing \$10M+ in budgets.

TECHNOLOGY & PLATFORM EXPERTISE

- **IT Service Management:** ITSM Platform Implementation, Workflow Automation, Incident, Problem & Change Management, Knowledge Management, Service Catalog, SLA/KPI Governance.
- **Infrastructure & Operations:** Global Service Desk Operations, End User Computing, Endpoint Management, Remote Support, Workplace Technology, Enterprise Infrastructure.
- **Data & Performance Analytics:** Real-Time KPI & SLA Dashboards, Workforce & Queue Analytics, Executive Reporting, SQL, Microsoft Excel, Forecasting & Performance Measurement.
- **Program & Service Delivery:** Support Implementation & Transition, Enterprise Deployments, Global Rollouts, Program Leadership, Operational Transformation.
- **Collaboration Platforms:** Microsoft Teams, SharePoint, Microsoft Office Suite.
- **Governance & Compliance:** IT Governance, Vendor & Managed Services Governance, HIPAA, SOX, ISO-aligned Quality Frameworks, Operational Risk & Compliance.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION (MBA), INFORMATION TECHNOLOGY MANAGEMENT

Jones International University

BACHELOR OF SCIENCE (B.S.), PHYSICS

University of Michigan-Dearborn