Reggie Pickett

Phoenix, Arizona | career@reggiepickett.tech | linkedin.com/in/reginaldpickett

Professional Summary

Experienced IT Operations Supervisor with 20+ years of experience in IT management, service delivery, and enterprise support. Proven expertise in leading multi-state service desk teams, managing vendors and MSP partnerships, and driving the successful rollout of complex IT initiatives. Skilled in asset lifecycle management, ticketing systems optimization, and process automation to increase efficiency and reduce costs.

Extensive background supporting healthcare IT environments, including clinical systems, compliance, and secure infrastructure management. Adept at networking, hardware and software deployment, system provisioning, and large-scale device rollouts. Strong knowledge of Intune, Jamf, Meraki, Azure, and enterprise ecosystem integrations.

Recognized for improving operational workflows through standard operating procedures (SOPs), performance analytics, and cross-team collaboration. Highly experienced in vendor relationship management, incident response, and strategic planning, ensuring uptime and seamless support for nationwide users. Dedicated to building scalable IT solutions that balance innovation, security, and long-term growth.

Core Skills

- • IT Infrastructure & Networking (Meraki, Cisco, Azure, Intune, Entra ID via enta.microsoft.com, AD, O365)
- • Remote Helpdesk Support (Tier I/II/III)
- • Service Desk Leadership & SLA Management
- • Vendor & Asset Management (Snipe-IT, Jamf, Intune)
- • Ticketing Systems (ServiceNow, Wrike, Limble)
- • Systems Administration (Windows, macOS, iOS)
- • End-User Support & Training
- • Clinical Systems & Healthcare IT Professional Experience

Community Medical Services – Scottsdale, AZ

IT Operations Supervisor | Jan 2023 – Present

- • Supervise a team of IT specialists across 15 states, ensuring SLA compliance and service desk efficiency.
- • Co-govern ticketing systems for MSPs/CSDs, identifying root causes and resolving trends.
- • Partner with clinical/administrative leaders to deliver IT solutions that support patient care and staff productivity.
- • Create IT operational documentation and knowledge base resources.

Community Medical Services – Scottsdale, AZ
IT Service Desk Team Lead | Sep 2022 – Jan 2023

- • Led deployments, equipment staging, and network turn-ups for 80+ nationwide sites.
- • Administered Jamf, Meraki, Azure, O365, and SharePoint environments.
- • Directed onsite/remote cutovers and hardware rollouts to minimize downtime.

Community Medical Services – Scottsdale, AZ IT
Support Specialist | Nov 2021 – Sep 2022

- • Provided Tier II support for hardware, software, and networking across 50+ clinics.
- • Managed property barcoding and rapid deployment of IT assets.
- • Supported ISP and telecom contracts to maintain seamless operations.

HCL Technologies / Verizon – Phoenix, AZ
Cluster Lead – IT Field Service Manager | May 2019 – Nov 2021

- • Managed 13+ field technicians across AZ, CA, OR, WA, WY, NV, and HI.
- • Ensured SLA compliance, resource planning, and nationwide service delivery.
- • Conducted performance reviews, workflow improvements, and vendor governance.

Apple – Remote
At Home AppleCare Advisor (Mac+/iOS) | Nov 2013 – Sep 2018

- • Delivered Tier I/II support for iOS/macOS devices and iCloud security.
- • Provided remote troubleshooting and customer training in a 100% remote environment.

Earlier Experience

Go2IT Group – IT Staging Coordinator, Mesa, AZ (2012 – 2020)

Phoenix Sky Harbor International Airport / Com-Net / SITA – IT Support Technician, Phoenix, AZ (2015 – 2019)

Staples – Easy Resident Technician, Mesa, AZ (2006 – 2014)

Education & Training

Microsoft Azure AI AI-900 (in progress)

IT 2000 / MiTech Student Program – HTML, Web Design, Computer Fundamentals ITIL

& Azure Administration Certifications (pursuing)