

Alex Gill

Enterprise Applications Area Manager

☎ (248) 555-6813

✉ alex.gill@example.com

🌐 linkedin.com/example/alexgill

📍 Rochester Hills, MI 48307

STRENGTHS

- ⚙️ **Plant service leadership**
During production incidents, brought plant, infrastructure, and application teams together until service ownership became clear.
- 👥 **People development**
Coached managers and specialists through reviews and feedback, helping teams build stronger service ownership over time.
- 🏢 **ITIL governance**
When recurring incidents surfaced, introduced practical reviews that improved escalation clarity and follow through.
- 🤝 **Stakeholder partnership**
Plant and HR leaders became trusted partners through clear requirements discussions, realistic priorities, and steady communication.
- 👤 **Vendor accountability**
Complex support cases received focused escalation, useful evidence, and consistent follow up until resolution was verified.

SKILLS

Team leadership ITIL

Incident management

Problem management

Change management

Manufacturing systems

Enterprise applications HRIS

Security platforms

Operational Technology

Application roadmaps

Vendor management

Customer service

SUMMARY

Senior enterprise applications leader with 15 years of progressive **information technology** experience, including more than 10 years managing multidisciplinary **application support** teams in **manufacturing** environments. Directs portfolios spanning manufacturing applications, HRIS, physical security platforms, integrations, and systems connected with **Operational Technology** equipment across plant operations. Combines application lifecycle governance, ITIL service management, incident, problem, and change leadership, configuration management, vendor oversight, and modernization planning with practical knowledge of enterprise hardware, software, data flows, and integration dependencies. Leads on site and remote professionals through service levels, performance reviews, coaching, workload planning, and succession development. Partners with manufacturing, HR, security, cybersecurity, infrastructure, and OT stakeholders to align application roadmaps with business priorities, production constraints, safety, customer service, and resilient operations.

EXPERIENCE

Director, Enterprise Applications

Northstar Industrial Vehicles 📅 January 2023 - Present 📍 Auburn Hills, MI

Leads a multidisciplinary applications organization supporting manufacturing dependencies, HRIS, **security platforms**, and OT connected business systems across multiple production facilities. Owns portfolio governance, service management, modernization planning, **vendor relationships**, resource allocation, and leadership development.

- Led manufacturing **application portfolio** governance across plants, protecting production continuity during **modernization** initiatives.
- Established ITIL incident reviews, clarifying escalation ownership and recovery expectations for critical application services.
- Coached managers and remote specialists through performance reviews, workload planning, and succession discussions.
- Partnered with **OT** and cybersecurity leaders, documenting integrations and **data flows** around production constraints.
- Managed vendor contracts and configuration standards, sustaining resilient services across business critical platforms.

Senior Manager, Business Applications

Great Lakes Manufacturing Technologies 📅 March 2020 - December 2022 📍 Novi, MI

Managed application teams responsible for manufacturing, workforce, and facility **security** systems across corporate and plant environments. Directed service reviews, release governance, configuration practices, vendor escalation, and capability development for **on site** and remote staff.

- Introduced service reviews using incident trends and availability data, focusing teams on recurring plant pain points.
- Governed application upgrades through testing, **change control**, rollback **planning**, and stakeholder communication.
- Built configuration **procedures** and support handoffs, giving analysts clearer ownership during production releases.
- Coordinated OT interfaces with **infrastructure** teams, validating connectivity, access, data movement, and maintenance windows.
- Conducted performance reviews for managers and technical leads, aligning development plans with service ownership.

Applications Support Manager

Motor City Components Group 📅 July 2016 - February 2020 📍 Troy, MI

Led multidisciplinary application support for manufacturing, HR, and security functions, providing escalation **leadership** for plant and corporate users. Managed **ITIL** workflows, vendor cases, release readiness, stakeholder requirements, coaching, and service improvement across on site and remote support.

Remote team leadership

Microsoft Office

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



Director, Enterprise Applications at Northstar Industrial Vehicles (3.7 Years)

Senior Manager, Business Applications at Great Lakes Manufacturing Technologies (2.8 Years)

Applications Support Manager at Motor City Components Group (3.6 Years)

Team Lead, Enterprise Applications at Midwest Precision Systems (3 Years)

Application Support Supervisor at Lakeshore Automation Services (1.9 Years)

- Led root cause reviews for plant incidents, tracking corrective actions through verified operational recovery.
- Translated requirements from plant and HR leaders into prioritized enhancements, **integrations**, and support plans.
- Coordinated releases with **cybersecurity** and infrastructure teams, reviewing access, interfaces, and test evidence.
- Managed vendor cases during service interruptions, setting escalation expectations for business critical platforms.
- Mentored analysts and team leads through technical reviews, feedback, and **customer service coaching**.

Team Lead, Enterprise Applications

Midwest Precision Systems 📅 June 2013 - June 2016 📍 Warren, MI

Supervised **application support** serving manufacturing and corporate functions, organizing queues, escalation coverage, planned changes, and stakeholder communication. Supported plant integrations, HRIS and security enhancements, documentation, incident triage, and analyst development.

- Organized daily support queues and escalation coverage, improving **communication** around planned plant changes.
- Documented manufacturing **data flows**, coordinating troubleshooting with infrastructure and controls specialists.
- Led incident triage for production failures, restoring service with **software**, database, network, and plant resources.
- Maintained configuration records and change evidence for recurring maintenance and enhancement work.
- Coached analysts on **customer service**, **time management**, documentation, and escalation judgment.

Application Support Supervisor

Lakeshore Automation Services 📅 June 2011 - May 2013 📍 Dearborn, MI

Supervised **application support** for industrial customers, coordinating software, server, integration, and connected plant system support. Managed maintenance planning, vendor troubleshooting, reusable documentation, customer communication, and analyst coaching for dependable manufacturing service.

- Prioritized application queues for industrial customers, aligning escalation coverage with **manufacturing** operations.
- Diagnosed issues across client software, servers, integrations, and connected plant systems.
- Planned maintenance with operations teams, documenting validation checks, recovery steps, and support ownership.
- Created reusable incident documentation, capturing configurations, dependencies, and customer communication guidance.
- Coordinated vendor troubleshooting by gathering logs, reproducing failures, and verifying corrective resolution.

PROJECTS

Plant Application Modernization Roadmap 📅 2024

A production dependency surfaced during portfolio review. Guided modernization sequencing across manufacturing applications, HRIS, security platforms, integrations, and OT connected systems while protecting plant continuity and documenting ownership.

Enterprise Service Governance Program 📅 2022

Recurring incidents revealed inconsistent escalation paths. Established ITIL aligned incident, problem, and change governance with service reviews, performance measures, documentation, and stakeholder communication.

LEADERSHIP & AWARDS

- Recognized by manufacturing leadership for stable application service delivery across production facilities.

- Selected to mentor application managers and technical leads through enterprise service leadership development.
- Earned stakeholder confidence through disciplined change control, safety aware plant coordination, and clear communication.

EDUCATION

Bachelor's Degree in Information Technology

Oakland University 🎓 GPA: 3.5 📅 2011 📍 Rochester, Michigan

Coursework: *Enterprise systems, database management, systems analysis, information security*

CERTIFICATIONS

- ITIL 4 Foundation 📅 2024
- Certified Information Systems Manager 📅 2025

TECHNICAL SKILLS

- **Enterprise Applications:** HRIS, manufacturing applications, security platforms
- **ITIL Service Management:** Incident management, problem management, change management
- **Application Lifecycle:** Implementation, upgrades, modernization
- **Configuration Management:** Configuration records, standards, change control
- **Integration Architecture:** Data flows, application integrations, interface dependencies
- **Operational Technology:** OT equipment, plant systems, controls systems
- **Service Performance:** Service levels, availability, response metrics
- **Leadership Platforms:** Performance reviews, coaching, succession planning
- **Collaboration Tools:** Microsoft Office, remote collaboration, stakeholder communication
- **Security Operations:** Cybersecurity coordination, physical security, access controls
- **Vendor Management:** Support contracts, vendor escalation, resource allocation
- **Manufacturing Operations:** Plant operations, production systems, maintenance windows

PROFESSIONAL AFFILIATIONS

- Association for Manufacturing Technology, participant in enterprise application and plant technology discussions.
- HDI, member focused on service leadership, support quality, and professional development.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST