

Bianca Mathis

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SUMMARY

IT service transition leader with 15 years of experience moving complex **managed services** from solution handoff through implementation, testing, acceptance, and stable steady state operations. Expert in **ITIL Service Management**, Incident Management, Change Management, Request Management, Configuration Management, SLA Management, service governance, operational readiness, project financials, and risk management. Leads multi site programs involving multiple products, service towers, facilities, staffing dependencies, **third party partners**, and geographically distributed teams. Builds **master transition plans**, guides transition managers, mentors service leaders, and communicates practical decisions to executives. Connects commercial commitments with technical readiness, service process deployment, partner coordination, and measurable acceptance outcomes across domestic and international delivery environments.

EXPERIENCE

Senior Director, IT Service Transition

January 2022 - Present

Bluehaven Managed Services

Austin, TX

Leads enterprise **service transitions**, transition managers, ITIL process deployment, financial controls, risk governance, partner coordination, and steady state acceptance across complex managed services.

- Directed enterprise transitions through implementation, **acceptance**, and steady state operations with clear governance controls.
- Built master plans covering scope, **schedule**, staffing, **facilities**, technical readiness, testing, partners, and service processes.
- Assessed high risk dependencies and presented practical remediation decisions through concise executive reporting forums.
- Coordinated transition managers and cross functional partners across service towers, delivery locations, and operational teams.
- Tracked **project financials**, service impacts, corrective actions, and acceptance criteria through structured management reviews.
- Strengthened team capability through mentoring, knowledge transfer, decision reviews, and consistent follow through.

IT Service Transition Director

April 2018 - December 2021

Silver Oak Technology Partners

Dallas, TX

Directed multi site managed service transitions involving third party partners, cutovers, ITSM readiness, executive governance, and coordinated delivery across products and geographies.

- Led multi site transitions from **setup** through **technical implementation**, testing, acceptance, and stable operations.
- Established transition plans connecting partner activity, **facility readiness**, **staffing dependencies**, schedules, costs, and service outcomes.
- Managed **complex dependencies** across products, service lines, **geographies**, suppliers, and cross functional delivery teams.
- Presented risk remediation options and financial impacts to executives during governance and acceptance reviews.
- Mentored transition managers through planning workshops, readiness checkpoints, cutover decisions, and operational handoffs.
- Translated complex requirements into practical transition documentation, reviews, decisions, and delivery controls.

Senior IT Service Manager

June 2015 - March 2018

Crescent Ridge Digital Services

Houston, TX

Managed ITIL service operations, onboarding, early life support, SLA governance, configuration readiness, supplier coordination, and operational acceptance for managed services.

- Directed service onboarding and early life support using ITIL practices, readiness reviews, and acceptance criteria.
- Established **Incident Management**, Change Management, Request Management, **Configuration Management**, and SLA Management workflows.
- Coordinated supplier readiness, technical dependencies, operational documentation, and **service governance** across delivery groups.
- Prepared management reports covering progress, risks, financial effects, service impacts, and corrective actions.
- Resolved transition issues through cross functional reviews, documented decisions, and accountable follow through.
- Guided service leaders through knowledge transfer, process reviews, and stable operations handoff.

IT Service Manager

July 2012 - May 2015

Prairie Bridge Technology Services

San Antonio, TX

Managed core **ITSM** operations, onboarding, service improvement, SLA reporting, configuration practices, and cross team governance for technology service delivery.

- Directed Incident, Change, Request, Configuration, and SLA activities across active service delivery operations.
- Improved onboarding workflows through documented plans, readiness reviews, dependency tracking, and stakeholder decisions.
- Coordinated partners and internal teams during service changes, escalations, and operational improvement initiatives.
- Prepared concise reports on service performance, delivery risk, financial effects, and required corrective actions.

- Applied professional standards and controls that improved traceability, consistency, and **operational readiness**.
- Strengthened team capability through structured guidance, review sessions, and practical knowledge transfer.

Service Management Analyst

June 2011 - June 2012

Pioneer Service Operations

Round Rock, TX

Supported ITSM records, SLA reporting, onboarding actions, dependency tracking, knowledge transfer, and operational governance for service management teams.

- Maintained **ITSM** records and SLA reporting used during operational governance and service review meetings.
- Supported onboarding actions through status tracking, documentation updates, dependency reviews, and stakeholder follow up.
- Coordinated knowledge transfer activities that improved visibility across service teams and operational support groups.
- Escalated delivery risks with clear context, recommended actions, and documented ownership.
- Applied service standards and controls to improve record quality, traceability, and readiness reviews.
- Prepared management updates covering progress, service impacts, risks, and open corrective actions.

PROJECTS

Enterprise Service Transition Framework 📅 2022

Created a reusable transition framework connecting commercial handoff, master planning, technical readiness, testing, acceptance, partner coordination, and steady state service delivery.

Multi Site ITSM Readiness Program 📅 2020

Coordinated readiness practices across products, service towers, suppliers, and geographies, giving transition managers consistent checkpoints for operational acceptance.

LEADERSHIP & AWARDS

- Recognized for leading complex managed service transitions through stable acceptance and executive governance.
- Selected to mentor transition managers and service leaders across multi site delivery programs.
- Earned sustained stakeholder confidence through clear risk reporting, practical remediation, and accountable follow through.

EDUCATION

Bachelor of Business Administration in Management Information Systems

2011

Texas State University GPA: 3.5

San Marcos, TX

***Coursework:** IT service management, systems analysis, project management, business process design*

CERTIFICATIONS

- ITIL 4 Managing Professional 📅 2021
- Project Management Professional (PMP) 📅 2018

TECHNICAL SKILLS

- **ITIL Practices:** Incident Management, Change Management, Request Management
- **Configuration Services:** Configuration Management, Configuration Items, Service Asset Management
- **Service Level Tools:** SLA Management, Service Level Agreements, Performance Reporting
- **Transition Delivery:** Transition Planning, Cutover Planning, Steady State Handoff
- **Project Controls:** Project Scheduling, Cost Tracking, Financial Reporting
- **Risk Practices:** Risk Management, Dependency Tracking, Risk Remediation
- **Service Governance:** Executive Governance, Service Reviews, Decision Logs
- **Operational Readiness:** Readiness Reviews, Acceptance Testing, Early Life Support
- **Partner Delivery:** Third Party Management, Supplier Coordination, Partner Governance
- **ITSM Documentation:** Process Documentation, Knowledge Transfer, Service Catalogs
- **Team Leadership:** Transition Managers, Cross Functional Teams, Mentoring
- **Delivery Environments:** Multi Site Delivery, Geographically Distributed Teams, International Delivery

SKILLS

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|---------------------------|----------------------------|------------------------|---------------------------|
| • ITIL Service Management | • Request Management | • Steady State Handoff | • Multi Site Delivery |
| • Service Transition | • Configuration Management | • Project Management | • Third Party Management |
| • Incident Management | • SLA Management | • Project Financials | • Executive Communication |

- Change Management
- Transition Planning
- Risk Management

PROFESSIONAL AFFILIATIONS

- IT Service Management Forum participant, sharing practical transition and service governance experience.
- Project Management Institute member, maintaining professional development in project leadership and delivery governance.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST