

Bert Stone

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EXECUTIVE SUMMARY

IT operations and technical services leader with 12+ years directing end-to-end IT operations for Fortune 50 companies and scaling organizations. Owned a \$25M+ portfolio and led 165-person cross-functional teams across service desk, endpoint engineering, AV/VC, infrastructure, and incident management spanning North America, EMEA, and APAC. Owns the full IT service management lifecycle, Microsoft 365 and workplace technology, identity and access governance, and IT budget and vendor management, sustaining 99% SLA compliance and reducing mean time to resolution 35% through process standardization, automation, and team consolidation. Hands-on AI engineering experience designing, deploying, and operating AI agent infrastructure (Hermes Agent, MCP protocol, multi-agent orchestration) to automate IT workflows and reduce manual operational toil.

AREAS OF EXPERTISE

AI Enablement & Agent Governance · IT Operations & Service Delivery · Enterprise Applications & Integrations · Workflow Automation & Low-Code · ITSM Frameworks & Process Maturity · Incident, Problem & Change Management · Microsoft 365 & Workplace Technology · Identity & Access Management · Security Operations & Governance · IT Budget & Vendor Management · SLA / KPI Governance · Executive Reporting

PROFESSIONAL EXPERIENCE

Director of Managed Services

EOS IT Solutions | Jan 2024 - Dec 2025

- Led global service delivery for Fortune 50 enterprise clients, managing a 165-person cross-functional team in a matrixed structure across service desk, endpoint engineering, AV/VC, infrastructure, and incident management in North America, EMEA, and APAC.
- Drove AI-first IT modernization by designing and deploying AI agent infrastructure (Hermes Agent) in governed production environments, automating ticket triage, knowledge retrieval, escalation routing, and recurring workflows; improved first-response accuracy and reduced manual handling time.
- Built SLA/KPI governance frameworks tracking 20+ service measures across all delivery functions, sustaining 99% compliance and exceeding experience-level expectations.
- Standardized IT service management processes globally, developing runbooks, tiered support models, and escalation frameworks that reduced mean time to resolution by 35%.
- Managed a \$25M operational portfolio including P&L performance, annual and capital budget planning, resource and capacity management, and SOW validation across concurrent client engagements.
- Managed multi-million-dollar technology roadmaps across SaaS and enterprise integrations, governing business applications (HRIS, ERP, finance, procurement) on integration, security, lifecycle, and vendor oversight.
- Managed third-party vendor relationships, outsourced provider performance, and contractual compliance, enforcing accountability through structured performance governance.
- Led identity governance and access management end to end, enforcing SSO/MFA policy, driving access reviews and least-privilege remediation, and partnering with Security on audits, endpoint posture, and incident response.

- Led enterprise onboarding and offboarding at scale across 20,000+ devices: endpoint provisioning, identity lifecycle, access governance, and asset recovery.
- Directed Microsoft 365 and collaboration operations (Exchange Online, Teams, SharePoint, Intune, Entra ID), standardizing workplace technology and endpoint management.
- Conducted quarterly business reviews and executive reporting to C-suite stakeholders, translating operational metrics into strategic recommendations.

Service Delivery Manager

EOS IT Solutions | Oct 2022 - Dec 2023

- Owned service delivery strategy and operational governance for collaboration and AV infrastructure serving 60,000+ employees at a Fortune 50 technology company.
- Designed and launched a real-time service-health visualization platform with automated data pipelines and anomaly detection, establishing proactive operational intelligence.
- Led a consolidation initiative unifying two operational teams into a single delivery organization with standardized processes, common tooling, and unified service metrics.
- Served as primary escalation point for major incidents, coordinating cross-functional response across IT, facilities, network, and security teams.

Regional Supervisor of the Americas

EOS IT Solutions | Dec 2020 - Oct 2022

- Led regional IT strategy and operations for production facilities, specialty environments, and enterprise collaboration infrastructure across the Americas, managing multi-vendor teams on concurrent technology initiatives.
- Drove process improvement and cross-functional coordination with engineering, network, security, and workplace teams to align execution with business requirements.
- Standardized operational workflows, training programs, and performance standards across geographically distributed teams.

IT Systems Escalation Technician (Facebook)

EOS IT Solutions / Milestone Technologies, Menlo Park, CA | Jul 2019 - Dec 2020

- Senior escalation point for high-profile executive events, live production broadcasts, and mission-critical facility operations, resolving complex failures under strict time constraints and high executive visibility.
- Executed infrastructure optimization projects and contributed to standards for enterprise technology supporting 60,000+ users across multiple campuses.

IT Systems Technician (Google)

Astreya, Seattle, WA | Feb 2018 - Oct 2018

- Supported enterprise AV and video conferencing systems across Google's Pacific Northwest campuses; performed root cause analysis, resolved service outages, and maintained SLA compliance.

Audio Visual Lead Technician (Microsoft)

Compass Group, Redmond, WA | Oct 2016 - Feb 2018

- Supported Microsoft executives and high-visibility meetings across Puget Sound, leading AV operations for executive meeting spaces and mentoring team members to build consistent service quality.
- Supported the AV needs of Microsoft's board of directors.

TECHNOLOGY DIFFERENTIATOR

Designed, deployed, and operate an enterprise-grade AI agent infrastructure (Hermes Agent) that executes IT workflows, manages service tickets, monitors infrastructure health, and automates

operational processes using LLMs, MCP protocol, and multi-agent orchestration. Direct, hands-on experience with intelligent ticket deflection, AI coworker agents, and automation-driven service delivery.

CERTIFICATIONS

Google AI (2026) · IBM Cybersecurity Essentials (2026) · ITIL Foundation coursework complete

EDUCATION

Bachelor of Arts, History (Minor: Political Science), University of Oregon, Eugene, OR

Diploma, Recording Arts & Sciences, Conservatory of Recording Arts & Sciences, Tempe, AZ