Samuel Adeyemi

SERVICE DELIVERY MANAGER

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SUMMARY

Service Delivery Manager with 6 years at managed service and cloud hosting providers, now accountable for 22 client accounts worth $8.5M in yearly contract value. Runs ITIL service delivery across AWS, Azure and VMware environments, chairs monthly service reviews, and holds 98% SLA attainment.

SKILLS

Service Delivery • ITIL • AWS • Azure • VMware • Incident Management • Excel • Leadership

Presentation Skills

EXPERIENCE

Service Delivery Manager

01/2023 - Present

Peachtree Managed IT Services

Atlanta, GA

Managed service provider for mid-market companies in the Southeast.

- Own service delivery for **22** mid-market clients, holding 98% SLA attainment and a 95% renewal rate.
- Present monthly service reviews to client IT leaders, using Excel reports on incidents, changes and costs.
- Coordinate incident management for P1 outages across AWS, Azure and VMware, cutting mean time to restore from 5 hours to 2.
- Plan onboarding for 9 new clients, moving each from its previous provider within 60 days.

Cloud Support Team Lead

06/2020 - 12/2022

Buckhead Cloud Hosting

Atlanta, GA

Hosting provider running private cloud for 60 business customers.

- Led a 7-engineer support team managing 1,400 VMware virtual machines for 60 customers.
- Introduced ITIL change and problem management, reducing repeat incidents by 35% in one year.
- Migrated 25 customer workloads to AWS with documented runbooks and no unplanned downtime.
- Wrote the escalation matrix and on-call schedule used by 3 support shifts.

EDUCATION

Bachelor of Science

05/2020

Kennesaw State University

Kennesaw, GA

Information Technology

CERTIFICATES

ITIL 4 Foundation

PeopleCert

07/2021

Microsoft Certified: Azure Administrator Associate

Microsoft

10/2023