JOSEPH DELGADO

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ENTERPRISE OPERATIONS & TECHNOLOGY EXECUTIVE

Operations executive with 30+ years across Verizon, federal government, NuAxis, and U.S. Navy. Led 14 managers and 110 professionals with P&L/revenue ownership and a $50M+ portfolio for 400,000+ users.

CORE EXPERTISE

Operations Leadership | Program Management | Customer Experience | Service Delivery | Contact Centers | Workforce Planning | Financial Management | Vendor Management | Technology Delivery | Process Improvement

PROFESSIONAL EXPERIENCE

NUAXIS INNOVATIONS | 2026

Program Manager | April 2026 - July 2026

Deputy Program Manager | January 2026 - April 2026

Led 14 managers and 110 professionals across six functions on a federal technology services program supporting nationwide and offshore operations.

• Owned P&L and revenue for the 110-person program, with responsibility for staffing, budget, vendors, technology, and service delivery.

• Improved program financial performance by $452K in six months through staffing and vendor-cost changes while maintaining nationwide and offshore support.

• Ran regular leadership reviews of staffing, budget, deadlines, service risks, ownership, and follow-up across teams.

U.S. DEPARTMENT OF THE INTERIOR | 2014 - 2025

Senior IT Program Manager, Enterprise Service Operations | 2018 - 2025

Ran a $50M+ service portfolio for 400,000+ users across IT, HR, Finance, and Travel through three nationwide service centers.

• Raised the customer satisfaction (CSAT) target from 85% to 90% and achieved 96% through tighter reviews, escalations, and manager accountability.

• Raised productivity 18% and avoided a $5M expansion through workflow redesign, training, certification, and stronger manager routines.

• Cut onboarding from 21 days to 5 and new-hire ramp from 30 days to 18 through readiness, training, coaching, and role-based certification.

• Briefed the CIO and Deputy Director regularly on service performance, staffing, risk, and investment decisions.

Service Delivery Manager, IT, HR, Travel & Financial Services | 2014 - 2018

• Unified routing and workforce planning across four nationwide functions with Cisco UCCX, saving $500K annually.

• Consolidated case management in BMC Remedy so distributed teams shared ticket tracking, service measures, and reports.

• Eliminated 120+ quarterly reporting hours by automating reports and improving leaders’ visibility into service problems.

• Launched a cloud-based training portal for consistent onboarding and role-specific training across distributed service teams.

VERIZON | 2005 - 2014

Senior Operations Manager | 2009 - 2014

• Put the same KPIs, service measures, and manager scorecards in place across 10 FiOS contact centers.

• Increased productivity 18% and cut average resolution time 20% by changing ownership of escalated work across three service teams.

• Opened and stabilized two contact centers in Ohio and Tampa, establishing leadership routines, training, and field partnerships.

Operations Manager, Contact Centers & Reporting | 2005 - 2009

Led analytics, reporting, training, and improvement work for 1,200+ associates during nationwide FiOS expansion.

• Led development of Compass for under $100K, avoiding a proposed $1.5M analytics purchase, then expanded it to 15,000 users.

• Delivered IRIS seven months early for 8,000 users with no new budget by reusing licensed tools and internal developers.

• Ran a 500-customer Actiontec study, traced setup-related calls to self-install instructions, and led a redesign that reduced that call type an estimated 20%.

• Created Consumer Wizard and standardized the Magic 10 troubleshooting process, reducing internal troubleshooting calls more than 30%.

U.S. NAVY | 1994 - 2005

Lead Petty Officer

• Helped 60+ sailors advance through coaching, qualification plans, and technical development, with 90% earning advancement.

EDUCATION

Executive MBA | George Mason University

Master of Technical Management | George Mason University

BS, Liberal Arts | Excelsior College | 2008

Chief Information Officer Certificate | George Mason University

CERTIFICATIONS

Scrum.org: AI Product Ownership (PSPO-AIE) | Agile Leadership (PAL I) | Scrum Master (PSM I)
Verizon PMO: Lean Six Sigma | Change Management Specialist
HDI Support Center Manager (HDI) | FAC-COR II (previously held)

TECHNOLOGY & APPLIED AI

Microsoft 365 | Power BI | BMC Remedy | Cisco UCCX | Genesys | Avaya ACD | Workflow Automation | Knowledge Management | Workforce Analytics

Practical use of generative AI for research, workflow design, decision support, and employee productivity, with human review and clear quality controls.