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Candice J. Levert

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Operations Leader Cultivating Cross-Functional Collaboration to Drive Scalable Results

Operations and procurement leader with 15 years of experience driving process optimization, global strategy and operational efficiency. Servant leader recognized for enablement, tenacity and resilience, energizing teams through encouragement, clear communication and collaborative problem-solving while ensuring initiatives are executed with precision and follow-through. Valued for bringing order out of chaos and serving as a steady, grounding presence during constant organizational change. Skilled at translating complex concepts for non-technical stakeholders, managing multimillion-dollar budgets and building scalable solutions that drive sustainable growth and business transformation.

Operational Excellence	Process Optimization	Global Sourcing
Emotional Intelligence	Servant Leadership	Team Development
M&A Integration	Change Management	Stakeholder Engagement
Budget Management	Project Management	Vendor Management

CAREER HIGHLIGHTS

- Promoted from among peers to become the IT Operations Manager, the first middle manager in Quest's IT Purchasing department, bridging senior leadership and operational teams while strengthening mentorship, communication and process consistency across global operations.
- Built Quest's first centralized telecom management system, replacing fragmented processes, which resulted in the rate of circuit outages companywide being reduced from an average of 20 per year down to zero.

PROFESSIONAL EXPERIENCE

QUEST SOFTWARE INC. (FORMERLY DELL SOFTWARE GROUP)	December 2015 - October 2025

IT Operations Manager   August 2021 - October 2025

Scope**:** Directed global IT procurement operations for a $5B enterprise supporting 3,500+ employees across 40+ countries.

- Led and developed a high-performing remote international team of 10, fostering a collaborative, high-trust culture grounded in accountability, inclusion and open communication.
- Optimized a multimillion-dollar IT budget in partnership with IT, Finance and business leadership, improving forecast accuracy and driving down costs by 5% through strategic contract negotiations.
- Created and rolled out IT procurement standards, documentation and training programs, cutting onboarding time by 30% and ensuring consistent compliance.
- Championed a culture of clarity and follow-through among business partners, ensuring seamless coordination across hundreds of software renewals and infrastructure projects.
- Drove adoption of IT purchasing process improvements using clear communication, stakeholder empathy and hands-on enablement to ensure consistent, compliant execution globally.
- Cultivated strong consultant partnerships to ensure full delivery and quality completion of outsourced telecom and mobility management services, aligning outcomes with organizational standards and timelines.
- Known for meticulous attention to detail and strong cross-functional insight, enabling effective problem resolution between technical and business teams.

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Telecom Analyst, promoted to Senior Telecom Analyst   December 2015 - August 2021

Scope**:** Directed global telecom operations and procurement during major organizational transitions.

- Designed and implemented Quest's first centralized telecom management system, transforming fragmented regional tracking methods into a unified global platform and enabling real-time visibility of global circuits, which eliminated an average of 20 annual outages and achieved 100% service continuity.
- Cultivated strong vendor relationships (AT&T, British Telecom, Vodafone, Cox, Orange, China Telecom, Comcast, Deutsche Telekom, Verizon) and stakeholder relationships through transparent communication and problem-solving under pressure during Dell divestiture and 5+ Quest acquisitions.
- Authored a comprehensive telecom purchasing and process guide, improving clarity, efficiency and operational consistency.
- Leveraged ITIL-aligned ServiceNow workflows to manage global telecom purchasing requests, reducing fulfillment time by 30% and providing real-time visibility that improved internal customer satisfaction scores by 25%.
- Collaborated across departments (IT Infrastructure, Procurement, Finance, and Facilities) to manage telecom billing and service contracts for global locations.
- Maintained 100% payment success rate and prevented service disruptions through proactive follow-up and detail-oriented oversight.
- Recognized for emotional intelligence and adaptability, effectively bridging technical, financial, and leadership conversations across global offices.
- Acted as informal team lead, fostering peer learning and encouraging process ownership among 5+ junior analysts.

BROADCOM CORPORATION (VIA THE GDR GROUP)   July 2011 - December 2015

IT / Data Center Inventory Specialist

- Partnered with technical and operations teams to design and implement new data center training materials, including a virtual tour and visual process maps that improved comprehension and onboarding speed.
- Remedy power user, serving as a collaborative bridge between Help Desk and logistics teams, handling 10,000+ global inventory items with exceptional accuracy and reliability.
- Demonstrated adaptability and ownership by refining inventory reporting processes to better align with evolving customer and vendor needs.

TECHNICAL EXPERTISE

Oracle E-Business Suite (Oracle Purchasing, iProcurement), ERP

ServiceNow, ITSM

EDUCATION

Bachelor of Science in Business (Management Information Systems), Biola University