

Todd C. Rohrs

Melissa, TX

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Operations & Service Delivery Manager

Military Service

United States Marine Corps — Honorable Discharge

Professional Summary

Experienced operations and service delivery leader with over two decades of management experience across helpdesk operations, technology procurement, vendor management, and multi-site support environments. Proven ability to lead technical and facilities teams, optimize workforce scheduling, manage vendor relationships, and maintain high service-level performance. Strong collaborator with expertise in training, employee development, policy implementation, and operational efficiency. Results-focused leader committed to improving service delivery, cost control, and cross-functional coordination.

Areas of Expertise

- Service & Support Operations Leadership
- Workforce Scheduling & Resource Allocation
- Vendor & Supplier Management
- Budget Planning & Cost Control
- Recruitment, Hiring & Employee Development
- Performance Management & Coaching
- Training Program Development
- Policy & Procedure Development
- SLA Monitoring & Compliance
- Technology Procurement & Asset Lifecycle Support
- Multi-Site Operations Coordination

- Facilities & Vendor Coordination
- Office Expansion Project Support

Professional Experience

Global Payments Inc. | 2004 – 2025

Manager – Technology Purchasing

- Lead procurement of hardware, software, and IT services supporting enterprise technology operations.
- Manage vendor relationships, negotiate pricing and contracts, and ensure compliance with corporate purchasing policies.
- Collaborate with IT, finance, and legal teams to align procurement activities with organizational goals and budget constraints.
- Monitor inventory levels, coordinate asset lifecycle activities, and maintain accurate purchasing and renewal records.
- Evaluate and onboard suppliers, track performance metrics, and support audit and reporting requirements.
- Ensure timely purchase order processing and resolution of vendor or stakeholder discrepancies.

Evo Payments LLC. – Acquired by Global Payments Inc.

Manager – Helpdesk Service & Support

- Oversaw IT and Facilities Technicians across multiple remote sites, coordinating daily helpdesk operations and technical support services.
- Managed incoming trouble tickets and ensured adherence to service-level guidelines.
- Utilized tracking and reporting systems to analyze technician performance, ticket resolution metrics, and operational efficiency.
- Handled workforce scheduling to maintain service coverage.
- Administered employee time tracking and payroll submissions, ensuring compliance with attendance policies.
- Led hiring, onboarding, and training for staff on technical systems and customer service standards.
- Conducted performance evaluations, provided coaching, and managed corrective actions in coordination with HR.

- Oversaw IT procurement activities, including vendor research and price comparisons aligned with departmental budgets.

Encore Payment Systems – Acquired by Evo Payments LLC.

Systems Administrator

- Supported server, workstation, and telecom environments for 300+ users, including desktop and server imaging, hardware upgrades, and maintenance.
- Managed Active Directory user creation and email account administration.
- Maintained facilities operations including plumbing, electrical, pest control, building security, badge access systems, and construction improvements.
- Played a key role in corporate office setup and configuration.