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Top Skills

Managed Services

M&A Integration

Technology Management

Corey Hawk

Director, IT Infrastructure and Operations
Kahului, Hawaii, United States

Summary

Experienced IT leader with expertise in IT Service & Operations across multiple industries giving me a multitude of experiences that included service desk management, BCP planning, project management, M&A integration, cybersecurity, budget management, vendor relations, and strategic planning. Skilled in leveraging AI and advanced prompting to drive innovation and optimize processes. A strategic thinker with a focus on aligning IT operations with business goals to enhance efficiency and resilience. Proven ability to foster high-performing teams and implement forward-thinking strategies that balance operational excellence with long-term vision.

Experience

Alpha Inc. Hawaii

Director of Information Technology

March 2025 - Present (6 months)

Maui County, Hawaii, United States

Develop and implement IT strategies that enhance productivity, scalability, and cost-efficiency across construction operations.

Collaborate with executive leadership and stakeholders to ensure IT initiatives support business goals and enable data-driven decision-making.

Build and manage a skilled IT team, fostering a culture of continuous learning, innovation, and high performance.

Manage vendor relationships and negotiate contracts to maximize value and align technology investments with business priorities.

Oversee IT infrastructure, including cloud platforms, project management tools, and construction-specific software, ensuring systems are secure, scalable, and reliable.

Ensure accurate, secure, and accessible data for project management, cost control, and reporting.

Lead cybersecurity efforts by developing and enforcing enterprise-wide security policies and procedures to protect sensitive company, project, and client data.

Ensure compliance with federal contracting requirements (CMMC/DFARS/NIST) by implementing robust security controls, managing risk assessments, and maintaining incident response capabilities.

Oversee security operations including monitoring, threat detection, identity and access management, and disaster recovery planning to safeguard IT assets and maintain business continuity.

Deliver security awareness training and promote a culture of security mindfulness across the organization.

Evaluate and manage third-party vendor security to ensure compliance with contractual and regulatory obligations.

Provide best-in-class IT support, maintaining high-quality, timely solutions for all users.

Drive change management initiatives, including training and adoption of new technologies, to foster a technology-first mindset.

Identify and implement emerging technologies to modernize construction processes and lead digital transformation initiatives.

Teklani IT Services

Owner

August 2024 - March 2025 (8 months)

Maui County, Hawaii, United States

CEO and Founder of Teklani IT Services, LLC

Blue Hawaiian Helicopters

Director Of Information Technology

December 2021 - July 2024 (2 years 8 months)

Maui County, Hawaii, United States

Responsible for building and leading Blue Hawaiian's IT function across all Hawaiian Islands, while maintaining alignment with objectives driven by our parent company - Air Methods

- Increase employee productivity and positive experience with streamlined automated solutions, self-service enablement, and above-standard industry SLAs and CSATs
- Develop and execute pro-active strategic technology roadmaps to ensure business alignment, scalability, security, and functionality of all IT systems, while creating repeatable processes and procedures
- Create operating frameworks for, and lead business critical projects: such as base/offices expansions, retail readiness and assist with compliance requirements (PCI)
- Financial and resource management, strategic planning to reducing operational costs and increase efficiency within the IT function while maintaining vendor management and relationships
- Support and maintain service for our 6 bases and 31+ concierge locations across 4 islands
- Uplift legacy technologies and processes with new technology and procedures

Scope: Workplace Technology Services and Support (Helpdesk, Logistics, Operations, and AV), Corporate Engineering (IAM, Network, Endpoint, and IT Security), and IT PMO (internal and cross-functional projects, programs, and build outs), IT Sourcing (procurement, and SaaS strategy and management)

Blue Hawaiian Activities

Director of Information Technology

December 2021 - July 2024 (2 years 8 months)

Maui County, Hawaii, United States

Okta, Inc.

3 years 1 month

Senior Manager - IT Global Services

November 2018 - June 2021 (2 years 8 months)

San Francisco Bay Area

Team Leadership:

- Managed, mentored, and scaled a Global IT Service Desk team from 6 to 16, plus 9 contractors
- Provided exceptional support to 3,600+ employees
- Responsible for hiring and leading a Global Desktop Support Team

Strategic & Tactical Planning:

- Active contributor to the company's Business Continuity Plan (BCP)
- Prioritized and executed tasks effectively in high-pressure settings
- Balanced operational needs with long-term strategic planning

Financial Management:

- Accountable for a \$4M+ Global IT Services budget
- Managed financial aspects including budgeting and procurement

Process & Policy:

- Authored Major Incident Management Process
- Developed and implemented functional policies in coordination with Engineering and Information Security

Operations & Support:

- Application access and provisioning
- Managed IT hardware support and asset management
- Provided both Service Desk and walk-up Concierge Desk support

Metrics & Performance:

- Implemented metric-based reporting (SLAs, KPIs, CSAT)
- Tracked performance indicators, staffing ratios, and trends

Employee Onboarding/Offboarding:

- Managed onboarding and offboarding processes
- Provided Executive Support Team services

Vendor & Asset Management:

- Managed vendor relationships, ensuring SLA compliance
- Responsible for IT hardware, software, and equipment asset management

Innovation & Problem-Solving:

- Continuously sought innovative solutions to business problems

- Demonstrated strong analytical and problem resolution skills

Project Management:

- Coordinated IT service delivery for major events
- Managed project support for IT initiatives

Interpersonal Skills:

- Fostered a customer-first mentality across the team
- Exhibited a management style focused on integrity, collaboration, and results

Manager, IT Service Desk

June 2018 - November 2018 (6 months)

San Francisco Bay Area

Customer Service:

- Delivered top-tier service to over 1,500 Okta employees

Leadership & Team Management:

- Managed and mentored a Service Desk team of 12
- Hired and led an efficient Help Desk team of 8

Strategy & Planning:

- Designed and refined scalable IT processes to better serve employees
- Executed IT directives and goals, leveraging team talents

Financial Management:

- Negotiated with vendors and managed a 7-figure IT Service Desk budget
- Achieved over \$200k in budget savings within the first 3 months

Operations:

- Oversaw day-to-day operations of the IT Service Desk
- Managed procurement functions

Process & Onboarding:

- Implemented offboarding/onboarding procedures

CrowdStrike

IT Helpdesk Lead

May 2016 - May 2018 (2 years 1 month)

San Francisco Bay Area

Core Competencies:

- Trusted liaison among Business, Security, HR, and Legal departments

- Adaptable, can-do attitude; delivers results in cross-functional roles
- Scalable leadership, growing teams and operations to meet business needs

Operations & Management:

- Directed day-to-day operations of IT Help Desk
- Spearheaded office expansion from 1 to 6 locations prior to Facilities Director hire
- Scaled business from 300 to 1200 employees
- Led a team of 10 in the Help Desk department, focusing on efficiency and effectiveness
- Managed procurement for Help Desk operations

Process & Onboarding:

- Implemented offboarding/onboarding procedures
- Coordinated with HR and Facilities to streamline new hire logistics
- Developed IT process workflows and swim-lanes for streamlined onboarding

Technical Skills:

- Managed Active Directory, Airwatch, Box, Confluence, Duo, Google Apps, Jira, and more
- Assisted in 7+ office relocations, including hardware and network setup
- Executed new user setups, including hardware and software provisioning
- Consolidated customer feedback for desktop support process improvement

Support & Troubleshooting:

- Ensured high service quality through various communication channels
- Provided C-level executive support
- Managed a staff of 8 direct reports, supporting 1100+ users in secure and complex environments
- Monitored and reported Help Desk performance metrics to upper management

Asset & Vendor Management:

- Managed IP phones, Mac and Windows computers
- Oversaw equipment inventory exceeding \$1M
- Conducted vendor management and procurement support

Team Development:

- Hired, trained, and mentored Help Desk staff across domestic and international locations

- Conducted interviews for Help Desk team candidates

Stanford University

Systems Analyst II

May 2012 - November 2015 (3 years 7 months)

Palo Alto, California

Latham & Watkins

Technology Support Specialist II

June 2007 - May 2012 (5 years)

San Francisco Bay Area

Kilpatrick Townsend & Stockton LLP

Support Specialist

April 2005 - June 2007 (2 years 3 months)

San Francisco Bay Area

HP

Media Manager - Middlefield Data Center

April 1998 - January 2005 (6 years 10 months)

Education

College of San Mateo

P.O.S.T, Administration of Justice · (1996 - 1998)