

DENISE GRAF

Support Operations & People Development Leader | Project Management | Technology

Downingtown, PA • 602.538.3006 • djgraf13@gmail.com • [linkedin.com/in/denise-j-graf](https://www.linkedin.com/in/denise-j-graf) • denisegraf.com

PROFESSIONAL SUMMARY

People-development and support operations leader with extensive experience leading global, cross-functional teams, improving service delivery, and connecting business needs with technical solutions. Skilled in triage, root-cause and trend analysis, workflow optimization, coaching, training, and knowledge development. Known for identifying patterns, getting to the root of problems, and turning insights into better processes, stronger teams, and scalable resources. Brings deep business-process knowledge, technical fluency, and a people-development mindset shaped by years of leading, training, mentoring, and deploying teams in enterprise and disaster-response environments.

CORE COMPETENCIES

Global Cross-Functional Team Leadership • People Development & Team Growth • Coaching & Mentorship
Support Operations • End-User Support & Enablement • Triage & Prioritization • Stakeholder Communication
Training, Onboarding & Knowledge Development • Knowledge Management • Business Process Analysis
Continuous Improvement • ServiceNow & JIRA • Requirements Gathering • Workflow Optimization
Root-Cause & Trend Analysis • Business & Technical Alignment • Risk Identification & Mitigation

PROFESSIONAL EXPERIENCE

Technology Lead | Project Management & Support Operations

Infosys (Contractor for Vanguard) | October 2020 – Present

- Lead day-to-day operations for a production support team of mainframe developers and testers across the US and India, setting priorities, coordinating workload, removing blockers, and providing coaching and mentorship to strengthen team performance and individual capabilities.
- Own front-line triage for all incoming support requests in ServiceNow, distinguishing true system defects from configuration, business process, and user knowledge issues; resolve non-technical issues directly to accelerate user support and preserve developer capacity for work requiring engineering expertise.
- Use JIRA to track and manage work while leveraging reporting and trend analysis to identify and group related support issues, reducing duplicate investigation, accelerating ticket resolution, and enabling more comprehensive root-cause and impact analysis across recurring problems.
- Serve as a bridge between business users and technical teams, translating user pain points and business needs into actionable technical solutions while ensuring developers understand the business context, end-user impact, and importance of the systems they support.
- Develop team capability through hands-on coaching, peer learning, and structured collaborative work sessions, helping newer associates strengthen business knowledge, troubleshooting skills, communication, confidence, and independent problem-solving.
- Identify recurring knowledge gaps and proactively create or improve training materials, procedures, and knowledge resources in Confluence designed for use across roles and experience levels, enabling consistent learning and reducing reliance on individual subject-matter experts as support needs scale.
- Identify recurring errors in high-volume processes across multiple contractor organizations and develop standardized procedures distributed across the contractor population, giving associates clear guidance to complete requests correctly and independently while reducing avoidable rework and frustration.
- Leverage deep business-process expertise and 11 years of testing experience to design comprehensive test scenarios and assess downstream impact of production changes, maintaining a zero-defect testing record while ensuring fixes resolve intended issues without disrupting related processes or the end-user experience.

Technical Project Management & System Testing

Vanguard | August 2005 – October 2020

Multiple progressive roles supporting technology delivery, system quality, and operational efficiency

- Partnered directly with end users to uncover needs, pain points, and workflow requirements, translating feedback into clear business and technical requirements.
- Drove day-to-day execution for a major modernization workstream, including requirements, documentation, testing, implementation activities, stakeholder coordination, and dependency management across business and technology teams.
- Managed delivery from requirements definition through testing, deployment, and post-production validation, ensuring changes were implemented successfully and aligned with business needs.
- Developed training materials and established a network of subject-matter experts across business lines to preserve critical business knowledge, strengthen user adoption, expand support coverage, and reduce reliance on a small number of individuals.
- Created procedures, rollout strategies, and implementation resources that supported consistent adoption of new processes and technology across business units.
- Applied deep business-process knowledge to comprehensive testing and impact analysis, maintaining rigorous quality standards and preventing defects from reaching production across multiple releases.

Note: Role transitioned to Infosys following the sale of the business unit in 2020.

VOLUNTEER LEADERSHIP

Disaster Action Team Captain

American Red Cross | September 2005 – April 2016

- Led a team of 60 volunteers, coordinating rapid disaster response across Chester County, PA and nearby areas.
- Directed emergency response operations, balancing urgent needs, resource allocation, team coordination, and support for individuals and families affected by disasters.
- Built and maintained partnerships with county, state, and federal agencies to strengthen operational readiness and enable coordinated disaster response.
- Served as Shelter Manager during disaster events, overseeing all aspects of shelter operations including setup, staffing, volunteer coordination, and resource management.
- Planned and executed disaster preparedness exercises in collaboration with agencies including PEMA and FEMA to strengthen readiness and response capabilities.
- Onboarded, trained, scheduled, and developed volunteers, matching individual skills and interests to disaster-response needs while providing ongoing guidance and identifying opportunities for growth and greater responsibility.
- Recognized with the Clara Barton Outstanding Humanitarian Award and the Chester County Heroes Award for leadership and community impact.

EDUCATION

B.A. in Communications

La Salle University, Philadelphia, PA

Minors: Business and English