

# Stanford

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## Terrell McQuitta

Computer Resource Consulting (CRC) Manager, IT Services

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### Bio

#### BIO

Within a diverse technical environment, I lead my team into providing high quality and efficient desktop support in every aspect related to computer resources for Stanford University. My goal has always been to create a professional, secure and organized work environment so work policies and procedures can flow smoothly through the organization. My desktop support team provides level 2 investigation, diagnosis, and resolution when processing tickets and executing requests. I develop standard operating procedures and manage escalated tickets from our clients when supervision is necessary. And most importantly, will support the “Mission Statement” of our organization through maintaining accountable efforts, general respect, continuous improvement and innovative ideas.