



Derek Schipper
Director of Service Delivery

Areas of expertise:

- Operations

Derek Schipper is the director of Service Delivery at OneNeck. In this role, he is responsible for the health and satisfaction of our Managed Services customers.

Derek joined OneNeck in 2012 following nearly 20 years with parent company Telephone and Data Systems and its subsidiaries U.S. Cellular and TDS Telecom. At OneNeck, Derek is responsible for the on-going satisfaction of Managed Services customers. He oversees the Service Delivery Managers, who are the primary point of contact for customers with recurring services.

During his tenure with OneNeck, Derek has had accountability for leading a team of Engineers and Administrators across all of the OneNeck locations. He was also responsible for managing the consolidation of the Operations department —from five companies into a single one.

Derek holds a Bachelor of Science degree in Marketing from the University of Wisconsin – La Crosse. He also holds an ITIL Service Management Essentials, Information Technology certification. Outside of work, Derek serves on the advisory board at Madison College, based in Madison, Wisconsin.