

## Contact Information

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## Skills

- Ruby on Rails
- PostgreSQL
- Java Script and CSS
- ITIL certification Intermediate Level
- Green Six Sigma
- Microsoft PowerPoint, Word and Excel
- Leadership
- Spanish fluent
- Conflict Resolution
- Change Management

## Portfolio

[Video final project at Momentum](#)



# Laura Chavez Serrano

Proven global leader and IT professional with over 10 years of experience improving services in Commercial IT through training and statistical analysis including ITIL and Lean Sigma. Recently enhanced technical programming knowledge in Ruby and Ruby on Rails looking to transition into software development.

## Experience

**GSK**  
RTP, NC  
2015  
2017

### ITMS Service Delivery Director

- Defined Strategy for the Service in the Control Framework reducing complexities and defining SLA targets resulting in reduced dependencies on OLAs.
- Executed one release in 2015 and six releases in 2016, reducing the backlog by 35%.
- Defined the Pipeline for end to end changes during 2017; identified efficiencies in the changes over the same ITMS assets during the same year, reducing lifecycle 25%.

**GSK**  
**International**  
Mexico, City  
2012  
2015

### Service Design and Transition Director

Head of Service Portfolio, Design and Transition process, accountable for the planning and coordinating of resources and capabilities required, designed new or changed services in Application Services AS Project & Portfolio and Strategic Planning.

- Ensured quality and capacity in IT BUIT groups and Application Services during decommissioning services process; moved from supporting 10% of projects to 60% in the last year.
- Headed the Activity Tracker Service support, ensuring the alignment with the Strategy Manager.
- Aligned and collaborated with the Shared Services groups in Application Services.

**GSK**  
**International**  
Mexico, City  
2009  
2012

### ITIL and Service Improvement Director

Implemented the Service Operational processes, collected the facts and data to reach for improvements in the coming years while simultaneously implementing the Change and Configuration.

- Coordinated different project deployments: W7, AD, Vendor Management completed on schedule and under budget.
- Optimized IT local budget as result of the standardization of the process and centralization of service with global vendors.

## Education

Universida  
d Nacional  
Autónoma  
de Mexico

### Bachelor of Arts – Business Administrator

5 years including experience working as interim in a national bank. Specialization in IT.  
Six Sigma/Lean sigma in Tecnologico de Monterrey