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Executive Leader Landing Digital Transformation programs for enterprises. Experienced in developing digital transformation opportunities positively impacting internal functions and end customers through creating a programmatic approach to build and scale those programs.   Has a proven track record of leading and driving multiple complex digital and engineering integrated solutions-led programs to meet business objectives, excellent program and project management skills, a customer-obsessed and collaborative approach, strong data and metrics bias, a good understanding of cloud solutions, and a passion for helping customers transform using cloud technologies. Holds the most advanced industry recognitions on monetizing the value of problem solving and analytics. An advanced Diversity and Inclusion Industry leader and change agent across government, Fortune 100's and philanthropic 501c3's through volunteerism and board membership. Outcome-focused, execution-oriented, and collaborative, foster teamwork and operational excellence. Cloud technologies Sr. Engineering Leader : Azure, virtualization, High Availability, Disaster Recovery, ITIL Process Services Transformation, Integration Services, Digital Six Sigma, Service Desks Optimization, Business Value Realization, Technology Portfolio Governance, EDW and MDM Operational Excellence driving effective use of Analytics and Data Governance across Enterprises.

EMPLOYMENT HISTORY

General Manager Quality & Operational Excellence Digital Transformation
MICROSOFT

April, 2012 — Present (4 years 9months)

- **Quality & Business Excellence Global Leader (IT-Strategic Enterprise Services)** Provide strategic thought leadership and support for high-visibility Enterprise initiatives landing full risk reduction and 500M in quantified and certified business value. Retail Solutions, Sales Solutions, Partner Solutions, and Cloud Infrastructure Processes Operational Excellence Leader. Services Transformation at Scale Operational Excellence Executive, ITIL, IT Services, Application processes chaining, Business Value Impact measurements. Transformed IT to services businesses. Cloud process simplification and analytics Quality Leader.

- **Head of Digital Six Sigma Solution Engineering:** building and operating large scale systems that collect and transform data into real-time insights which, amongst other things, enables Microsoft Services to operate reliably and efficiently. Windows License Traceability, SKYPE, O365 telemetry Operational Excellence.

- **Digital Transformation Leader within Microsoft:** Responsible for the prioritization of programs in their space based on metrics aligned to financial and customer requirements, establish cross-group alignment of programs and programs to deliver quantifiable business results, build a process infrastructure that spans the MS Business Model. Drove optimization through the digitization and quantification of evolved business models and processes across key programs such as TeleSales, Subsidiary Process Improvements, MSIT top programs. Drove Simplification and IT Delivery of Retail Solutions across all Microsoft Stores which improved customer satisfaction and eliminated friction in the retail point of sale processes.

- Under my leadership QBE has evolved from driving acceptance of process methodology, quality training programs and early adopters (large engagement projects) to nowadays, delivering quantified business value through quality business excellence services and Microsoft technologies seeding Process Consulting Capability enabling Digital Transformation within Microsoft and key external accounts.

- Drove Core Transformation Service offerings across the enterprise: Risk Assessments and Change management, Future State Process Design, Process

Measurements & Optimization, End to End Process Orchestration, Quality Academy   and Certification, Transformation Trustable Data Services. Drove ITIL Incident, Problem and Change Management Performance Maturity across MSIT top applications and services. Improved SKYPE for BUSINESS over 100% in critical ITIL metrics. Improved Help Desk Response time for Retail Operations working in partnership with VP of Retail IT and Business partners.

- Led Industry Quality and HITEC Groups to co-develop and deliver shared online Quality Academy training and certification programs. (Yellow Belt LEAN Six Sigma) as a new path way to reach more corporations and students in their journey to Quality Certification Industry Recognized programs.

- Lead the Digital Transformation across the Enterprise through the use of innovative Operational Excellence Methods and services and the use of technology. Redesigned the Telesales business model to double lead conversion rates globally for all sellers in the enterprise. Achieved 7% to 14% consistent performance leading to centralization of 3 regional call centers vs. country specific previous business process model.   Returned Brazil to compliance state ultimately wining the most improved subsidiary award from the COO and also the country quality award given by the government. Many more examples to cite upon request.

- Facilitate the use of Microsoft Technology to drive the effective use of the corporation's engineering tools to propel Microsoft's business such as BI and established EDW and MDM Enterprise program for Data Stewards.

- Act as a trusted advisor to the Business Vice Presidents across many areas of the business from Audit, Sales, Marketing, Research, Operations, Commerce, Consulting and Cloud Computing Services

- Business Transformation - customized and aligned QBE portfolio to Microsoft strategic initiatives and big bets

- Enabled 375M revenue enablement and cost reduction through Go to Market Programs. Championed the collaboration of top level executives across functions to launch 28 Global transformation work streams with support from CEO

- Turned around Brazil compliance critical scorecard from red to green affording them a National Award

- Drove business acumen changes through process innovation converting compliance motions into a 5B revenue motion giving me the Sr.VP Strategic Award of the year for Software Asset management and compliance at Microsoft

- Led a group to design the first ever solution to accurately trace Windows License deployments globally using Digital Six Sigma innovative Connected Process & Data capability across many IT systems and cross-organizational-boundaries

- Incubated multiple successful automated process performance pilots that connect the enterprise across multiple systems and organizations to define execution excellence metrics from Leads through fulfillment processes with ancillary benefits of data quality and newly defined operational success metrics for Microsoft at large

- Service Transformation: Developed new QBE Services and transformed existing services to align and accelerate IT's business innovation model to Microsoft new product and business services Model

- Organization Modernization: Drove leadership to future proof organization to accommodate Microsoft new market positioning and services

- Restructured and Implemented multi- talent indicator to move organization\ from traditional quality training organization to new Business optimization and services organization. Mother or Digital Six Sigma in industry as recognized by Microsoft and ASQ Emerging Quality Leaders Program

- Supplier Management - Established managed service capabilities with supplier partner base for co - innovation and co- investment go to market capabilities

- Drove cost reduction through supplier management program

- As Microsoft's Chief Quality Officer currently leading IBPM (Intelligent business process management) initiative across Microsoft enterprise enabling new business agility and flexibility

- Green Dollar Generation: Extended QBE services to external companies and drive operational excellence through Microsoft brand and technologies. Digital Transformation Consultant for the Enterprise currently driving Massive Online Business Transformation and Quality Training curriculum, Quality Certifications and Reinventing Productivity through the use of our tools and methods reducing manual touch in operations while we reduce cost and enable revenue across many areas of the business.

- **Leader for Diversity and Inclusion in Microsoft Executive Team.** Lead for the Latino Outreach in the community and VP of Strategy for SHPE (Society of Hispanic Professional Engineers in Puget Sound)

- Elected Board Member for SHPE Microsoft Community Outreach.

Global Director of Enterprise Architecture, Solution Engineering & Technology Services
PEPSICO INTERNATIONAL

January, 2008 — April, 2012 (4 years 3 months)

- April 2012 , Solution Engineering, Services Quality & Chief Architect Global Leader Reporting to the CIO, I defined and delivered the innovation and growth plan for the company. Drove and delivered IT's Security Roadmap and Business Risk Management, Disaster Recovery and Business Continuity Programs partnering closely with the Corporate Sr. VP CISO.

- Responsible for strategy, roadmaps and planning for reference and security architecture, Governance and Enterprise Architecture Practice (90+ countries across the international footprint) centralizing SAP to three unique standard Instances. Distributed Systems Engineering Leader and Head of Technical Architects and Technical Program Managers.

- Drove Cloud Transformation for 109 Countries resulting in 10 million in cost reduction per year.

- Defined and drove delivery of Active Directory Consolidation acts 200+ domains to a single global pattern across 50,000 users and workstations globally

- Defined the Security Roadmap for the company working hand in hand with the Chief Security Officer(CISO)

- Directed and delivered the centralization of Disaster Recovery Architecture and Services covering three large data centers hosted across three continents

- SO9001 Internal Auditor & LEAN Enterprise Program Leader

- Drove architectural practices into the Service management ITIL Framework to enable further financial and performance optimization as shared services to the globe

- Defined the SAP Target Architecture for international markets working closely with SAP, ORACLE, HP, BT, functional architects and our SAP Center of Excellence (COE)

- This exercise yield 30% cost avoidance in our 2011 forecasted investment in software and hardware

- Articulated a Desktop Transformation Strategy to create synergies between North America Frito Lay and NA Beverages with the rest of the globe.

- Microsoft Solution Champion driving Digital Transformation and Solution Engineering Services for NA and International combined as a new service which took PEPSICo to the Microsoft Cloud across 100K seats.

 CEO

STATIVA, LLC

January, 2008 — 2016

- Led Program Management and Technology consulting services to prime NASA Partner ERC inc.

- CIO and CISO consultant to CEO's (Sony, Greatbatch Biomedical, NASA, TCS, Motorola accounts)

  - Developed short- and long-term security, product and service strategies that seamlessly integrated user experience and LEANED processes.

  - Drove design and implementation of innovative distributed software services to improve cloud service backend security infrastructure.

  - Managed dev-op activities to support large scale cloud services (Motorola Cloud Enterprise and DOD/Partners Cloud Risk Management Programs).

  - Collaborated with many teams to solve security problems with minimal disruption to other business functions.

  - Managed the investigation and troubleshooting of security issues to determine root cause and drive solutions.

  - Continuous improvement of policies, procedures and technology Program Leader

  - Interact with industry experts, partners, internal staff and auditors

- Provided high-tech and biomedical companies with IT Technology and Infrastructure Architecture, Business Continuity, IT Security Solutions and Smart Automation Design Services and Risk Management. ITIL Maturity Consultant for multiple CIOs.

- Delivered commercial and residential consulting solutions for Smart Home Pro, Inc. integrating IOT across high end galleries, hotels and homes.

- Security, Risk and vulnerability assessment IT Consulting partner for The Steele Foundation, Inc covering US and Latin America regions. CIO Emergency Response NOC & SOC Operations. Technology & Security CIO/CISO Risk Assessment Services.

- Provided IT Executive consulting to President of ERC (Propulsion Engineering firm servicing NASA for 30+ years) in the MITS (Managed IT Services) program to centralize and optimize all IT Services across 5 NASA centers with a $500 Million USD budget

- Collectively working with HENAAC, DOD and UCLA Department of Engineering and Computer Science in promoting SMB (Small Minority Businesses) to collaborate with each other and enhance Technology business opportunities amongst each other and within Government and Universities. Lead Advisory Services on Operational Excellence, Technology Innovation and Business Startups to students and executives in key executive positions (The Legatum Center of Entrepreneurship MIT and Hispanic Outreach in STEM within the community in Puget Sound)

Motorola Inc. Solution Delivery Director - Innovation & Operational Risk

Strategic Corporate IT Solution Engineering & Delivery

January, 1994 — January, 2008 (14 years)

- Global IT Solution Engineering and Delivery Director - Innovation, Problem Solving & Quality Enterprise Head I had cross-functional reporting relationships directly to the CIO

- Provided leadership in the global design, build, implementation and maintenance of the company's global SAP system (Asia-Pacific, Europe and Brazil)

- Led the Infrastructure Cost Reduction Programs that projected savings of more than $50 million over five years by reducing costs for licensing, support, and hardware infrastructure

- Initial cost reduction for year one resulted in over 60 million USD. Created and executed the Motorola Quality Delivery and Post Go-live Support Services Digital Six Sigma and ITIL integrated Program, which required supporting thousands of business partners across ten Computing centers and 77 countries

- E-Business Solutions Engineering Director for all Retail and Supply Chain Operations at scale.

- Motorola Latino Engineer of the Year 1999

- Centralized Order Management from 24 ERP systems down to one

- Delivered Information Security Architecture for 100+ implementations

- Chief RDBMS Architect responsible for DB consolidations and support in over 17 countries. UNIX/Linux and Distributed Systems Engineering Leader for all development teams.

- Defined the Information Business Intelligence Strategy

- Scaled facilities in Flensburg, Germany, Hang Zhuo, China, under high pressure and eliminated downtime

- Established strong governance practices and metrics for British Telecom and HP who provide services in the international space amounting to 400 Million USD in services over a 5 years span

- Improved efficiency and scalability of 3 Distribution Sites in Europe and Asia increasing phone shipments from 1.5 million units per day to over 7 million units per day within one calendar year while facilities were running 24*7*365 without any system downtime. Multiple Degrees and certifications in Green Belt, Black Belt and Master Black Belt over the years with continuous practice across divisions through hundreds of projects through the years. Earned a chair role in Motorola Inc and Corporate Quality and Excellence

- Created and led the first Architecture and Solution Engineering Strategic Services in the company aiming to resolve the largest problems for the CEO

- Created the highest executive prioritization planning board by leadership appointment from CIO and CTO and business units CVP's from 2005 through 2008.

AT&T MICROELECTRONICS - Data Center Operations Manager & Semiconductor Division Quality Head

January, 1986 — January, 1994 (8 years)

• Implemented cost-reduction solutions within production semiconductor factory

• Initiatives included the design, development, and deployment of Production Manufacturing Process Control Systems for Chemicals, Diffusion, Probe, Test areas provided 24x7 support to business-critical manufacturing systems

• Led and trained a team of IT specialist to provide support via telephone or email for assistance in the areas of desktop/laptop computing and remote access technologies (VPN, DSL, Wireless, Dial Up and Cable Modem). Represented AT&T in multiple standards International Telecommunication Union (ITU). Ownership of 100+ applications and databases utilized by Distributed sales force systems, including support of application, gateway, database and Citrix terminal servers. Led centralization of Unix System Farms. Built first Shadow failover real-time DB system for manufacturing. Build first backup and disaster recovery solution across states for manufacturing operations process control systems.

• Configured, maintained, built, support and troubleshoot 700+ field based computers. Supported 50+ applications, databases, centralized 700+ servers and infrastructure for a 1000 person semiconductor factory 24*7. ISO9001 Certified auditor: Prepared the 2500 person run manufacturing operations to earn the highest score in ISO 9000/9001 by DNV External audit firm.

EDUCATION

Oxford

Data Trust Bootcamp, Data Trust

November, 2016 — January, 2017

- The Trust Equation in Data manmade or computerized and analytics based data sciences

Stanford School of Innovation

Innovation Process Bootcamp

December, 2015 — December, 2016

- www.stanford.edu

LEAN Institute

LEAN LEADER, KAIZEN LEADER

September, 2013 — August, 2015

Degree date: 2015

- www.lean.org

MIT SLOAN

Executive CISR Science Computer Information Research , Innovation Research representing Pepsico and Microsoft

December, 2008 — December, 2016

• www.motorolasolutions.com   Four Sessions   by corporate appointment

Motorola University (ALL Belts)

Master Black Belt , Six Sigma

December, 1994— December, 2006

• Greenbelt, Black Belt certification preceded the Masters Black Belt official certification as a degree from Motorola University who invented Six Sigma
   • www.motorolasolutions.com

Barry University

BPS Science Telecommunications Management,

October, 1992 — March 18th, 1995 Student id 0515379

Degree date: 1996

• http://www.everest.edu/campus/south-orlando

 Everest University

Bachelor of Science Computer Science, Previously- Orlando College

September, 1988 — September, 1992

Degree date: 1992

• http://www.everest.edu/campus/south-orlando

 Valencia College

Associates Degree Business Information Systems,

June, 1986 — September, 1988 Student id V02515185

Degree date: 1988

501c3 Volunteering Roles:

 VP of Strategy and CIO SHPE Society of Hispanic Professional Engineers Puget Sound https://shpepsc.org/

 Microsoft Outreach Leader Bellevue College Foundation http://www.bellevuecollege.edu/foundation/

 Microsoft Outreach Leader NPH https://www.nph.org/

Microsoft Latino ERG core member   HOLA Core Team

National Awards:

Hispanic Engineering National Achievement Award - Professional Achievement Nomination Oct 16th 1999