

Franco Lopez

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IT leader with over 14 years of experience driving enterprise IT strategy, leading digital transformations, and spearheading multi-site IT infrastructure migrations across manufacturing, logistics, and enterprise operations. Adept at aligning IT with business priorities, optimizing security frameworks, and delivering scalable, high-availability systems. Strong record in cybersecurity, achieving zero security incidents over the past two years through proactive risk mitigation, compliance, and infrastructure hardening. Bilingual in English and Spanish, with excellent communication and collaboration skills for diverse, global teams.

Education

Universidad del Valle de México Laredo, México Bachelor of Science – Computer Systems Engineer	Jun 2008 – Sep 2013
Centro de Bachillerato Tecnológico Industrial y de Ser. 137 Laredo, México Associate of Science – Computer Science	Aug 2000 – Jul 2004
Centro de Capacitación para el Trabajo Industrial 193 Laredo, México Associate of Science – Electronics	Feb 2001 – Jul 2002

Skills

Leadership: Digital Transformation, IT Budgeting, Vendor Management, Multi-Site IT Operations, Team Building, Mentoring.
Infrastructure Security: Enterprise Network Architecture, Cybersecurity, Compliance, Business Continuity, Disaster Recovery
Process Optimization: ITIL, Agile Practices, Manufacturing IT (MES, PLC), Data Analytics & Reporting.
Technologies & Tools: Azure AD, AWS, GCP, VMware, Hyper-V, Cisco IOS, Fortinet, UniFi, VPNs.
Software & Automation: Python, PowerShell, Bash, SQL, Kubernetes, Docker, CI/CD Pipelines.

Experience (14+ years)

Information Technology Manager (2+ years)	Oct 2022 – Present
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LS Tractor USA - Tractor Manufacturing | Raleigh, NC

- Leading North American IT operations for an LG Electronics subsidiary, overseeing multi-site infrastructure, security, and cloud strategy for manufacturing and corporate environments.
- Spearheaded modernization, reducing downtime by 40% and improving system performance by 35% through security enhancements and infrastructure upgrades.
- Managed budgeting & vendor negotiations, cutting annual expenditures by 20% while enhancing service capabilities.
- Led multiple large-scale migrations, including transitioning 200+ users from legacy on-prem AD to Microsoft Azure, improving scalability by 40% and cutting costs by 30%.
- Achieved zero security breaches in 2+ years, implementing MFA, next-gen firewalls, EDR, and network segmentation.
- Designed and implemented the infrastructure for two new manufacturing sites ensuring compliance with industry standards.

Information Technology Manager (5+ years)	Jun 2017 – Oct 2022
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La Moderna USA (Interamerican Foods Corporation) - Food Manufacturing | Cleburne, Texas

- Spearheaded IT operations for a new \$80M pasta manufacturing facility, designing and implementing a robust infrastructure to support 24/7 production, ensuring 99.5% uptime.
- Drove a 100% digital transformation, implementing ERP, plant automation, and cybersecurity policies, increasing production efficiency by 15%.
- Optimized cybersecurity posture, enforcing firewall upgrades, secure access policies, and compliance protocols.
- Led automation engineers to integrate IT with MES and PLC systems, reducing manufacturing downtime by 10%.

Software Engineer (7 years)	Jan 2010 – Jun 2017
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S.R. Traffic Service Inc. - Warehouse | Laredo, Texas

- Developed and implemented a Warehouse Management System (WMS) that improved logistics efficiency by 55% and reduced errors by 40%.
- Automated shipment tracking & data analytics, reducing manual data entry by 80% and improving operational visibility.
- Designed & maintained databases for real-time inventory tracking and cross-border logistics.

Projects

Online Tractor Configurator and Quotation App	Oct 2023 – Present
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- Led the development of startblue.lstractorusa.com, a dealer-facing web platform used by 350+ dealers across the US & Canada, improving sales processes and order accuracy.
- Reduced manual quote errors by 60% and increased dealer engagement by 25%.
- Migrated the system to a Kubernetes cluster, enhancing scalability by 40% and improving performance by 25%.
- Integrated real-time analytics dashboards, providing sales insights across regions.

Network Infrastructure & Security for New Manufacturing Facilities	Sep 2023 – Mar 2024
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- Designed and implemented comprehensive network, security, and access control architecture at two new manufacturing facilities in Battleboro, NC and Palestine, Texas.
- Deployed next-generation firewalls, VLAN segmentation, and secure wireless networks to support 24/7 production with 99.9% uptime.

- Integrated enterprise-level door access systems and video surveillance, enhancing on-site security and compliance.
- Oversaw vendor selection, budgeting, and project timelines, ensuring on-time and under-budget completion.

Azure Cloud Migration

Sep 2023 – Mar 2024

- Directed cloud migration for 200+ users, from legacy on-prem AD to Microsoft Azure, with zero downtime and enhancing system reliability.
- Reduced costs by 30% by eliminating legacy infrastructure.
- Implemented MFA, Group Policy Objects, and Azure Security Center policies, strengthening security compliance.
- Trained teams on cloud security best practices, reducing misconfigurations and improving adoption.

Security Surveillance System

Feb 2023 - Dec 2024

- Led the deployment of 130+ high-resolution security cameras and UniFi Door access control systems across multiple LS Tractor USA locations, enhancing facility security and access management.
- Designed and implemented a 200 TB CCTV storage solution, ensuring six months of video retention for security audits and compliance.
- Developed a real-time monitoring dashboard, enabling IT and security teams to proactively track and manage security footage and access logs.
- Configured secure remote access for surveillance and door systems, improving response time to security incidents.
- Strengthened facility security protocols, reducing unauthorized access and ensuring compliance with company-wide security policies.

Ticket System Teams App

Oct 2022 - Jan 2023

- Developed a PowerApps-based ticketing system, streamlining daily operations and resolving over 1,500 tickets in the first year.
- Enabled real-time performance metrics, improving response times and service level agreements.
- Standardized workflows, increasing team efficiency and reducing unresolved incidents by 45%.

Comprehensive Cybersecurity & Disaster Recovery Initiatives

Jan 2022 - Nov 2022

- Developed a three-layer backup strategy integrating cloud storage, redundancy, and real-time replication, ensuring business continuity.
- Strengthened cybersecurity posture, securing the domain with Cloudflare Pro and enhancing remote access security via WireGuard VPN.
- Conducted ongoing cybersecurity training, reducing security risks by 30% and ensuring compliance with best practices.

ITSM Software Implementation (FreshService)

Jan 2020 - Nov 2021

- Led the deployment of FreshService ITSM software across 27 locations in USA, Mexico, and Guatemala, serving 2,500+ users.
- Established standardized IT workflows, ensuring SLA compliance and improving incident response times.
- Reduced IT support costs by 20% through automation and streamlined service requests.

Licenses & Certifications

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- Microsoft Azure Fundamentals - credential ID I169-8499
 - CompTIA A+ - credential ID COMP001021996867
 - HPE SimpliVity 380 System Administration – VMware
 - Engineering Cisco Meraki Solutions