

Tom Muñoz

Solving problems, innovating solutions, doing things now, do the right thing, and have fun.



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tom-munoz.com

Work Experience

Present RTP, NC (Previous Houston, TX & White Plains, NY)

IBM – Leader / Senior Manager

- People manager & program manager of squads across software lifecycle for internal SAP transformation strategy. Deliver global SAP solutions for fulfillment, finance, order management, services, labor claiming to harmonize processes & simplify enterprise architecture.
- Implemented global support strategy for critical systems.
- Reduced incident ticket volumes by modernizing incident process, metrics definitions/reporting.
- Resolved critical situations with distributors, BPs.
- Managed revenue impactful issues and drive to resolution across executives, clients/stakeholders, teams.
- Delivered 10 years successful financial quarter closes.
- Increased NPS by partnering tightly with business executives, stakeholders, and SMEs.
- Reduced \$1M help desk support cost while improving support by automating incident processes.
- Delivered 6 years of compliance audits without major findings across complex financially significant apps.
- Led 100+ employees and vendors across matrixed, interdisciplinary, global teams.
- 20 years people/tribe manager – 100% inclusion index, 96% engagement index most recent results.
- Program management strategic enterprise programs.

Present Raleigh/Durham/Chapel Hill, NC

Triangle Ultimate – Volunteer, Chair, Board of Directors

- Non-profit, promoting Ultimate Frisbee in RTP. Focus on youth/female/minority participation, transform a volunteer community into a sustainable organization.

Houston, TX

Lockheed Martin - Manager Strategic Engineering

- Manager, Space Station Mission Ops Avionics Reconfig System development, vehicle command & telemetry.
- Space station planning systems at Johnson Space Center.
- Integrate/coordinate planning systems across NASA centers in US and with international partners.
- Software design/development/test/deployment.

Houston, TX

McDonnell Douglas – Analyst, Manager Ops Planning

- Manage software development for flight analysis.
- Lead vehicle cross systems functional performance.

Skills & Competencies

Incident management	<div><div></div></div>
Global applications, systems mgmt	<div><div></div></div>
Customer/Stakeholder support	<div><div></div></div>
Technical/Complex program mgmt	<div><div></div></div>
System/Business/Ops Transformation	<div><div></div></div>
Application/Infrastructure Ops	<div><div></div></div>
Audit compliance, security, controls	<div><div></div></div>
Support systems/team development	<div><div></div></div>
Organization mgmt, operations	<div><div></div></div>
Executive/Tech communication	<div><div></div></div>
Global/Remote leadership	<div><div></div></div>
Financial planning, management	<div><div></div></div>
Team leading/coaching/mentoring	<div><div></div></div>
Intern recruiting, project sponsor	<div><div></div></div>
Data analytics/visualization	<div><div></div></div>
SW Dev (Python/JS/HTML/CSS)	<div><div></div></div>
Ultimate Frisbee	<div><div></div></div>
Volunteer	<div><div></div></div>

Achievements & Certificates

Chair of the Board, Triangle Ultimate non-profit for advancement of Ultimate Frisbee and youth development.

Charter/Core member, IBM RTP Hispanic Business Group

2016 President's Volunteer Service Award

Awarded based on number of volunteer hours delivered.

2006 - 2013 project management professional certification,

Project Management Institute certification (did not renew)

2000 project management certificate, George Washington

University, completion of project management education.

1998 NASA Manned Spaceflight Award from astronaut office,

exceptional achievement in support of manned spaceflight.

Education

University of Houston, Houston, TX

Master of Business Administration

Auburn University, Auburn, AL

Bachelor of Aerospace Engineering

Incomplete – thesis not finished

Coursework toward Master's in Space Science and Master's in industrial engineering - University of Houston

Languages

English, Spanish