

# Tom Muñoz

Solving problems, innovating solutions doing today what is needed to improve the future, do the right thing, and have fun.



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[Morrisville, NC](#)



(919) 656-1820

## Work Experience

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

### IBM – Leader / Senior Manager

- 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.
- Implemented global support strategy for critical systems.
- Reduced incident ticket volumes by modernizing incident process, metrics definitions/reporting, and continuous improvement, root cause process.
- Delivered 6 years of compliance audits without major findings across complex financially significant apps.
- Resolved critical situations with distributors, BPs.
- Managed revenue impactful issues and drive to resolution across executives, clients/stakeholders, teams.
- 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.
- Managed financials successfully for organization.

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.
- Developed planning systems requirements at Johnson Space Center (JSC) mission control 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 cross systems functional performance.

## Skills & Competencies

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

### 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