## **Tom Muñoz**

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









https://www.linkedin.com/in/tomomunoz/

# 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**

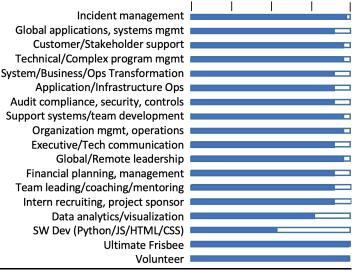
- Manager, Space Station Mission Ops Avionics Reconfig System development, vehicle command & telemetry.
- Space station planning systems at Johnson Space Center.
- Integrate/coordinate planning systems across NASA centers in US and with international partners.
- Software design/development/test/deployment.

#### Houston, TX

#### McDonnell Douglas – Analyst, Manager Ops Planning

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

## **Skills & Competencies**



### **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