Tom Muñoz

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





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

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

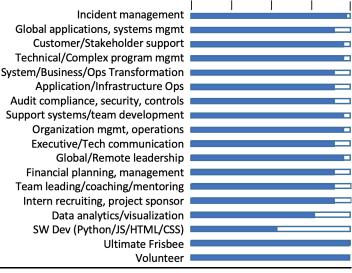
- Manager, Space Station Mission Ops Avionics Reconfig System development, vehicle command & telemetry.
- Developed planning systems requirements at Johnson Space Center (JSC) mission control center.
- Integrate/coordinate planning systems across NASA centers in US and with international partners.
-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

Houston, TX

McDonnell Douglas - Analyst, Manager Ops Planning

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





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