

**MARK J. YBARRA**

981 Sunset Drive \* Hollister, CA 95023  
408-832-0488-mobile/831-637-3860 - home  
mark95023@gmail.com

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## EXPERIENCED BUSINESS SYSTEMS/SOLUTIONS ANALYST

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A results driven, highly adaptable and skilled professional with a progressive career qualified with over 20 years of measurable achievements. I have a proven track record of leading cross functional teams to identify and gather business requirements to assess and solve business problems. I excel at building strong relationships/consensus across business organizations. I have excellent organizational and communications skills.

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## SELECTED CAREER ACCOMPLISHMENTS

- Re-engineered Change Management process by utilizing Risk Level as the key driver and introduced a Risk Register which reduced complexity and decreased High Risk Changes by 10%
- Implemented enterprise wide web conferencing solution, consolidating 10 contracts to 1, decreasing costs by 60%, increasing buying power and created a one-stop-shop for enterprise collaboration
- Co-managed a Global RFP which successfully reduced the number of network vendors and contracts resulting in \$6 million annual savings world wide

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## CAREER PROGRESSION

ZUME - Mountain View, CA

2019-2020

### **Senior Technical Incident Manager**

Engaged with Engineering and Tier 1 Support teams to deliver Zume products and platforms to customers by delivering the highest system uptime and operation transparency. Performed critical Incident and Problem Management activities in a complex and highly technical environment while remaining composed, focused and effective. Able to present technical information in a clear and concise manner to various audiences. Achievements include:

- Owned and managed reported Incidents, focusing on restoring services and business continuity as quickly as possible
- Served as escalation point for stakeholders across Zume, establishing communication channels for facilitating High Priority incident resolution
- Proactively detect and prevent future incidents by initiating the Problem Management process to allow quicker diagnosis and resolution
- Drive and facilitate Root Cause Analysis (RCA) activities for High Priority Incidents, including identifying actions and determining accountability
- Created weekly Incident and Problem management statistics; trend analysis, and ad hoc reporting and presentations for Executive review

LOGMEIN, Inc. - Mountain View, CA

2017-2019

**Service Management Engineer**

Engaged with technical and product teams to develop processes and tools that reduced complexity and met compliance standards. Regularly created and maintained process documentation. Monitored and optimized ITSM process performance by establishing objectives. Conducted process and tool trainings on a global scale; Developed and deployed new processes to streamline business operations. Managed and administered ITSM projects in JIRA. Achievements include:

- Developed and deployed new Change Management process across TechOps and Product Development teams world wide
- Developed and published new Problem Management process for Network Operations Center (NOC)
- Managed and administered TechOps Service Desk and Change Request projects in JIRA, granting access/permissions; created new Request/Issue Types; managed and updated Service Catalog
- Developed new process for Supplier/Vendor Management and a strategy for baseline VMO office to support Critical Vendors for TechOps

ADOBE SYSTEMS, Inc. – San Jose, CA

2014-2017

**BSA/Relationship Manager**

Engaged with service owners and cross functional teams to implement business and customer experience solutions including driving IT availability improvements; gathered customer requirements for the development of operational performance metrics; On-boarded customers to Remedy Incident and Problem management data for self-service & business reporting Achievements include:

- Co-led availability improvement initiatives to achieve 99.9% availability
- Streamlined and published weekly Availability Snapshot report
- Gathered business requirements and co-directed overseas Scrum team to develop operational performance metrics for business and service reporting
- Authored Creative Director's Handbook and served as Creative Director to manage all aspects of Service Management All Hands

ADOBE SYSTEMS, Inc. – San Jose, CA

2004-2014

**Services Launch Coordinator/Project Manager/Service Management Analyst**

Engaged with service owners to manage cross functional teams to implement enterprise wide technology solutions. Designed and implemented custom service request workflows in BMC Remedy. Led the development and publication of Adobe's first IT Service Catalog. Achievements include:

- Consolidated Web Conferencing vendors and contracts from 10 to 1 reducing per minute rates by over 60% and implement new collaboration solutions
- Led cross functions teams to implement BMC Capacity Management technology
- Designed, implemented and supported 6 custom service request workflows in Remedy Service Request Management tool
- Led Organizational Change Management efforts to achieve PCI compliance by creating Readiness Assessments, Communication, Training and Marketing plans

NETWORK ASSOCIATES, INC. - Santa Clara, CA

1998-2003

**Sr. Manager - Global Telecommunications**

Managed global staff of 10. Responsible for multi-million dollar budget. Fully accountable for the overall strategy of telecom (Avaya) and collaboration technology platforms. Extensive vendor management including evaluation, selection and contract negotiation. Directed the implementation of emerging technologies, system and network upgrades and office build outs. Achievements included:

- Increased capacity in NA data hubs by 450% while reducing costs \$250,000 a year
- Restructured wireless services for 700+ employees, reducing costs by \$600,000 a year
- Reclaimed over \$2 million in vendor overcharges and billing errors
- Developed PBX and Maintenance strategy, deploying new convergency technology and reducing maintenance costs by \$700,000 year

**EDUCATIONAL ACHIEVEMENT, AWARDS**

San Jose State University, San Jose, California - Music

Atlassian University - Certificate(s) of Completion

- Realizing the Power of JIRA Reporting and Dashboards
- JIRA Administration Part 1: Getting Up and Running
- JIRA Administration Part 2: Taking it to the Next Level
- JIRA Administration: Getting a Service Desk Up and Running

Adobe Org Change Management Practitioners Workshop - Certification of Completion

Pink Elephant/ITIL Service Management Training

- V2/V3 Foundations Training - Certificate of Completion
- Process Definition & Implementation - Certificate of Completion
- How to Create Service Catalog (Using ITIL Best Practices)

RMC Project Management - Certificate of Completion

CFO Recognition - Network Associates, Inc., Strategic Sourcing Initiative

CIO Award - Network Associates, Inc., Dallas Data Center Build Out

**TECHNICAL & SOFTWARE**

Operating Systems: Microsoft Windows 10; Mac OS

Applications: Microsoft Office Suite; SharePoint. JIRA; Confluence; Slack; NetSuite; Nexonia; BMC Remedy; VictorOps; PagerDuty

Audio/Web Collaboration: Zoom; GoToMeeting; GoToWebinar; Adobe Connect; Cisco MeetingPlace; InterCall; Premiere

Telephony: AT&T; Verizon; Sprint; Avaya; Northern Telecom; Aspect; VoIP; PRI; BRI; ISDN; POTS