



BRENDA GARCIA

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Professional Summary

Project Manager and Site Manager with demonstrated ability in global cross-functional teams. Experience in managing large IT groups including managers and tools implementations as Service now, Oracle, Workfront, etc. Able to work with different customers for complex projects from concept to fully operational state while focusing on time and budget always meeting the customer needs. Able to stat up new Facilities with all the IT infrastructure involved as well as Applications development for customer needs. Customers include Motorola, HP, RIM, Microsoft, DTV, SONOS, among others.

Able to follow up with stakeholders, maintain communication open at all times, evaluate risk at every step of the project, ability to evaluate and apply changes and resolve roadblocks, proactive vision as well a great attention to detail.

Skills

- Certified Scrum Master
- Cross functional Team Leadership
- Project and Risk Management
- IT Infrastructure and assets Strategy
- Project Budgeting
- Large Staff Development and Management
- Outsourcing Management
- Process Improvement
- Customer orientated experience.
- Troubleshooting
- Strategic Planning
- Able to defend ideas and think out of the box.

Work History

IT Sr. Project Manager

April/2016 to Jan/2021

IQor After Market Services – McAllen, Tx, Reynosa, Mx.

- Complete New Building start-up (\$1M Profit customer) from Network infrastructure to shop-floor application end to end implementation for Microsoft customer (Infrastructure and assets

management as switches, cabling, pc's, routers, configuration as well as application development, B2B Integration, triggers, reporting, etc) all this in a very short timeline.

- Sr. Project Manager for Microsoft and SONOS customers, coordinating the efforts to complete projects and improvements for them using the PMO software Workfront (AtTask) to monitor and reports status and risks as well as provide solutions for potential issues.
- Managed customer interaction for all Microsoft sites worldwide, including overseas for all IT services such as application development, B2B Integration, infrastructure problems, etc.
- Constant NPI setups delivered always on time for new Microsoft products.
- Best practices coordination, implementing standard solutions in sites such as Bydgoszcz, PL; Toronto, CA; McAllen, Tx and Reynosa, Mx, working actively with Engineering, QA and IT Teams.
- PM for the migration of our Data Centers and Global Systems to Oracle Cloud Infrastructure (OCI). Project coordination from beginning to end including the SIT, UAT and MTP phases as well as the Post PRD support

IT Project Manager April/2014 to April/2016

iQor After Market Services – McAllen, Tx, Reynosa, Mx.

- New Company acquisition transition from Jabil to iQor systems start-up, in charge of 2 sites infrastructure and assets changes as well as tracking systems adaptation.
- Large application conversion to the new systems for all Business Units in our sites including labels, B2B Integrations, System Triggers on our Shop Floor Control System.
- Managing a team of 30+ people, formed by IT infrastructure support and development, providing first and second level support to the factories as well as assets budgeting.

IT Site Manager

April/2006 to April/2014

Jabil – McAllen, Tx, Reynosa, Mx.

- Setup new sites from the ground up, working with contractors for new Network setup, Telephone Network, shop floor application, with the last mile system and validation in place.
- Start-up of Full production lines and new business implementations from Concept to fully operational level for Customers such as HP, RIM, HTC, Motorola (80K units a week), Seagate, Microsoft, DirecTV, Metro PCS, Best Buy, Barnes and Noble, Ericsson, Quantum and Nokia.
- Manage the largest IT group in Jabil with more than 40 heads, supervising all IT teams from Network, Shop Floor System, Reporting, Applications, B2B Integration, etc.

- 800 Help Desk tickets (ServiceNow implementation) served on monthly bases reaching peaks of 2500 PC's to support, aside from printers (Desk and Labels). Worked to reduce IT Assets/Resources Cost for our sites by 20% by implementing cross-support between sites and better Project control to maximize the resources between factories.
- Development of Score Card tools to measure the IT Team level of performance from the eyes of the Customer.
- Printing cost reduction by setting up a centralized printing and copy center, with a final reduction of \$100K in annual cost.
- Calling costs reduction on cell phones and desk phones, with a final reduction of \$1M in annual cost.
- Support to other sites such as, Brazil, Round Rock TX, Malaysia on Product transfers and support on special projects.

IT Manager

Sep/1998 to April/2006

Seagate – McAllen, Tx, Reynosa, Mx.

Work Achievements

- Support to production systems (Infrastructure/assets and applications) end to end for 7000 employees in 4 factories with 10 customers (Including HP, Motorola, Microsoft, DTV, RIM), 2 sites with 40 IT employees and 3 managers.
- New Repair Factory Startup for Microsoft customer in timely manner from networking to tracking systems for a capacity of 2000 employees.
- Resource's growth and exportation from my Team within iQor to other sites within the Company via promotions, great leadership and inspirations skills.
- Several savings projects implemented on this company such as assets waste, resources synergy, BU relocations, systems improvement for better productivity, among others.

Education

Degree and Field: Bachelor, Electronic and Communication Engineer Career.

University: Instituto Tecnológico de Monterrey

12/1994

Certification: Scrum Master Certified

05/2021

Issuing Organization: Scrum Alliance