Leonardo Aguilar

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Vice President of IT Operations

Dedicated VP of IT Operations with a track record of optimizing service delivery and reducing costs through value-added systems and procedures. A collaborative leader with expertise in IT strategy alignment, team development, and fostering relationships with stakeholders.

WORK EXPERIENCE

Fuzzy's
Vice President, IT Operations • 2019 – Present

- Engineered and deployed a robust, cloud-based infrastructure with scalability, security, and high availability, encompassing critical components such as data storage, voice communication systems, electronic communication platforms, document management solutions, and data governance frameworks.

- Established and communicated key performance indicators (KPIs) for technology initiatives, tracking performance against budget and facilitating data-driven decision-making to optimize resource allocation and drive continuous improvement.

- Collaborated with business leadership to develop and communicate technology strategy, aligning with enterprise value growth objectives.

- Led the identification, prioritization, and implementation of technology solutions to drive business results.

- Developed and maintained data infrastructure for business analytics and intelligence.

- Implemented and monitored information security program to ensure compliance and safeguarding of company and client information.

- Implemented innovative solutions and best practices to ensure the reliability, security, and accessibility of critical data assets, enabling stakeholders to derive actionable insights and drive strategic business outcomes.

- Collaborated closely with stakeholders across departments to identify key data requirements and develop scalable infrastructure solutions that effectively meet evolving business needs while maintaining compliance with regulatory standards and industry best practices.

- Collaborated with business stakeholders to identify, prioritize, and implement cutting-edge commercial technology applications, and where necessary, custom solutions, to enhance business effectiveness and efficiency in alignment with organizational goals.

- Developed and executed a comprehensive technology plan as part of the annual business planning process, ensuring alignment with strategic objectives and prudent management of resources.

- Collaborated with cross-functional teams to design and execute infrastructure projects, aligning technical solutions with business objectives and operational requirements to drive sustained growth and innovation.
- Spearheaded the development and maintenance of a robust data and information infrastructure, tailored to support advanced business analytics and intelligence initiatives aimed at enhancing internal decision-making processes and client services.

Director, IT Operations • 2019 – 2020

- Accountable for IT infrastructure management including O365 platform, VOIP infrastructure, enterprise level communications and technical support for restaurant managers and guests.
- Established and maintained comprehensive IT Standard Operating Procedures (SOPs) to streamline processes across all software platforms, ensuring consistency and efficiency in operations.
- Orchestrated the successful implementation of an e-commerce platform for online shopping, liaising with the Marketing team to align strategies and enhance customer engagement.
- Spearheaded system implementations and rollouts for new locations, meticulously overseeing each stage to guarantee seamless integration and minimal disruption to business operations.
- Conducted thorough evaluations of vendors and technology solutions to assess alignment with business and technical requirements, providing valuable insights to inform strategic decision-making.
- Assisted in the implementation and integration of IT and POS infrastructure across multiple locations.
- Managed inventory, end of life hardware schedules, as well as deployment, and maintenance of enterprise equipment.
- Led system implementations and grand openings for new locations, ensuring alignment with business objectives.
- Developed and implemented a comprehensive reporting system tailored to meet the specific needs of departmental managers, facilitating data-driven decision-making and operational optimization.
- Conducted training sessions to equip staff with the necessary skills to effectively utilize new systems and technologies, resulting in improved efficiency and user satisfaction.
- Collaborated with the Marketing Manager and third-party web developers to provide seamless website support, ensuring consistent branding and user experience.
- Led the coordination and management of IT infrastructure for new store openings, ensuring smooth technology integration and operational readiness.
- Offered strategic recommendations and best practices to achieve business objectives, leveraging expertise to mitigate risks and explore alternative solutions for optimal outcomes.

Zale
Director, IT Operations • 2017 – 2019

- Managed technical support teams and POS implementation teams of more than 47, achieving significant improvements in KPIs and SLAs across more than 3500 Point of Sale endpoints for North America and Hawaii.
- Implemented methodologies resulting in increased first-call resolution rates from 97% to 99% and customer satisfaction from 57% to 85% in less than 1 year.
- Developed and implemented a comprehensive reporting system tailored to meet the specific needs of departmental managers, facilitating data-driven decision-making and operational optimization.
- Successfully managed acquisitions and integrations, ensuring rapid technology integration and operational efficiency.
- Conducted monthly governance meetings and vendor negotiations, resulting in cost savings of more than $750k annually.

Implementation and Deployment Manager • 2015 – 2017

- Successfully managed more than 13 technical support team members across 3 warehouse distribution locations while supporting more than 1100 retail POS systems.
- Strategically implemented an in-house warehouse facility, resulting in streamlined logistics and substantial cost savings of $1 million annually for the company.
- Directed the comprehensive life cycle management of 12,000 point-of-sale (POS) IT hardware assets, overseeing procurement, deployment, maintenance, and disposition processes to ensure optimal performance and cost-effectiveness.
- Leveraged data-driven insights and proactive maintenance practices to optimize asset utilization, minimize downtime, and extend the operational lifespan of POS hardware assets, contributing to overall efficiency and profitability.
- Enhanced team performance and customer satisfaction through training and process improvements.
- Managed technical implementation projects, ensuring compliance with deadlines and budgets.

Ace Cash Express
Sr. Technical Support Manager • 2012 – 2016

- Fostered a culture of continuous improvement and excellence within the IT department, emphasizing skill enhancement and professional growth opportunities, which led to consistently achieving customer satisfaction ratings exceeding 90% annually.
- Implemented robust feedback mechanisms and performance evaluation processes to systematically monitor and address customer concerns, resulting in proactive measures to enhance service delivery and exceed customer expectations.

Technical Support Manager • 2008 – 2011

- Served as the primary escalation point for the Operations Support organization, providing expert technical support to 100 District Managers and 30 Regional Vice Presidents.

- Delivered advanced procedural and technical support for point-of-sale (POS) hardware and software to ACE retail store personnel and corporate office staff, ensuring smooth operations across 1700 store locations.
- Maintained a proactive on-call support system to promptly address technical issues and minimize disruptions to business operations, demonstrating a commitment to responsive and reliable service delivery.
- Orchestrated the allocation and distribution of tasks within the Technical Support Team, comprising 14 hourly FTE and 3 Exempt FTE, ensuring efficient workflow management.
- Conducted thorough quality assurance checks and verification of work performed by team members, maintaining high standards of service delivery.
- Compiled and analyzed reports on point-of-sale (POS) hardware and software issues reported by ACE retail stores, facilitating informed discussions in weekly POS support meetings with key stakeholders including the VP of Operations, SR VP of Retail Systems, and CIO.

Hanson North America
Manager, Service Desk • 2004 – 2008

IBM
Manager, Service Desk • 2001 – 2004
Team Lead, Service Desk • 1996 – 2000

CERTIFICATIONS

ITIL V3
PMP

EDUCATION

BS in Kinesiology
Texas College • Brownsville, USA • 1996

AWARDS & SCHOLARSHIPS

Dallas CMC Team Award
Bravo Team Award
Championship Team Player Award

SKILLS

Budget Management, Change Management, Client Management, Cloud Computing, Contract Negotiation, Contract Review, Cost Control, Dropbox, Excel, Google Suite, Incident Management, Knowledge Management, KPI Analysis, KPI Development, Management, NetSuite, New Business Development, NOC Monitoring, Office 365, Point of Sale Maintenance, PowerPoint, Presentation Delivery, Problem Management, Project Management, Quality Assurance, Scheduling, Server Monitoring, Service Delivery, Staffing, Teams, Word, Zoom