

Fernando Yebra

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PROFESSIONAL SUMMARY

IT Operations and Construction Technology Leader with 30+ years of experience spanning architecture, construction, financial services, and healthcare. Combines a strong understanding of construction workflows and field operations with extensive experience leading enterprise technology, business applications, software implementations, user support, and process improvement. Proven ability to bridge operational needs with practical technology solutions, support distributed teams, train users, manage vendors, and build scalable processes that improve how organizations work.

Proven ability to bridge operational needs with practical technology solutions, building scalable processes that enable people to work more effectively while supporting business objectives.

CORE COMPETENCIES

- IT Operations Leadership
- Construction Technology & Operations
- Enterprise Business Applications
- Software Implementation & Change Management
- Operational Process Improvement
- Technical Team Leadership
- Vendor & Asset Management
- User Training & Adoption
- End User Computing (EUC)
- IT Service Management (ITSM)
- Incident, Problem & Escalation Management
- Service Desk & Desktop Support Management
- SLA & KPI Monitoring / Reporting
- Multi-Site Support Operations

TECHNOLOGY EXPERTISE

- Enterprise Business Applications & SaaS
- AutoCAD, CAD Standards & Construction Documentation
- Microsoft 365 & Windows Enterprise Environments
- Active Directory & Identity Administration
- Microsoft Intune (Endpoint Management)
- ServiceNow (ITSM, Reporting, SLA/KPI)
- Enterprise Application Support
- Endpoint & Desktop Lifecycle Management
- Video Conferencing (Teams, Zoom, Crestron)
- Infrastructure Coordination
- Enterprise Printing & Device Management

PROFESSIONAL EXPERIENCE

Sandoval Contracting Inc. — Construction Technology Consultant (1099)

- Support estimating, permitting, construction documentation, and technology needs.
- Develop CAD drawings, quantity takeoffs, and project documentation.
- Coordinate with contractors, suppliers, and project stakeholders.

Best Buy Health — Associate Manager, IT Operations

San Antonio, TX | 2019 – 2026

- Led desktop and service desk support operations for national Care Center environments across multiple time zones.
- Managed distributed technical teams ensuring SLA-driven service delivery.
- Provided direct, high-touch support to executive leadership and VIP users, managing sensitive issues with urgency, discretion, and minimal business disruption.
- Served as escalation point between L1, L2, and L3 teams resolving complex technical issues.
- Monitored ServiceNow dashboards and reporting to track KPIs and SLA performance.
- Managed onboarding/offboarding, account provisioning, and device deployment.
- Led technology implementations and application deployments.

- Maintained knowledge base (KB) improving troubleshooting consistency and resolution time.
- Coordinated with infrastructure, telecom, and application teams to maintain operational stability.
- Supported endpoint management initiatives including Microsoft Intune.
- Coordinated vendor installation of physical security systems including surveillance cameras.
- Operated within compliance-driven environments adhering to HIPAA, PCI, and PII/PHI standards.
- Maintained ongoing training in healthcare privacy, security, and regulatory compliance.
- Participated in after-hours system testing, maintenance, and operational readiness activities.

IBC Bank — Corporate PC Operations Manager

San Antonio, TX | 2001 – 2019

- Led regional IT operations supporting enterprise desktop environments across 230+ branch locations.
- Managed multiple teams of technicians across two states ensuring consistent IT service delivery.
- Directed enterprise desktop, endpoint, and workplace technology operations.
- Standardized desktop hardware and implemented enterprise asset control processes.
- Led enterprise technology deployments across 230+ branch locations.
- Reduced operational costs through consolidation of printing infrastructure.
- Improved service responsiveness by restructuring regional support coverage.
- Oversaw enterprise OS migrations with zero operational downtime.
- Implemented electronic fax systems supporting paperless workflows.

National Bancshares Corporation — Information Systems Administrator

Eagle Pass, TX | 1999 – 2001

- Maintained Windows server environments, Active Directory, and enterprise desktop system.
- Supported banking applications and ensured system availability.

Garza Bomberger & Associates — Architectural Intern / Technology Coordinator

San Antonio, TX | 1997 – 1999

- Rebuilt the firm's file server from tape backups after it was stolen.
- Assumed responsibility for the firm's backup and disaster recovery program.
- Produced construction documents while supporting the firm's technology systems.

Humberto Saldana & Associates Intern – Architectural Designer / Technology Coordinator

San Antonio, TX | 1995 – 1997

- Supported construction administration, project coordination, and site visits.
- Supported architectural teams using AutoCAD and CAD standards.
- Managed technology systems supporting architectural production.
- Developed construction documents and maintained CAD *standards* for architectural projects.

Cerna Raba & Partners II – Architectural Intern

San Antonio, TX | 1994 – 1997

- Prepared construction documents for commercial and institutional projects.

H.B. Zachry Construction (Petrochemical Division) – As-built Coordinator

Houston, TX | 1991 – 1994

- Prepared and maintained as-built documentation for large petrochemical construction projects.

CERTIFICATIONS

- Red Cross First Aid & CPR Certified

EDUCATION

Texas A&M University – College of Architecture

Bachelor of Environmental Design (Architecture)

Major: Architecture

