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Executive Summary

IT Operations leader with more than 25 years of experience building reliable end-user support organizations across healthcare, financial services, and enterprise environments. Proven success leading multi-site operations, improving service delivery, and developing teams that consistently deliver responsive, high-quality support.

Known for building scalable processes, removing operational obstacles, and creating environments where both employees and technology can perform at their best. Experienced in IT Service Management (ITSM), ServiceNow and Jira Service Management, AI-assisted operational analytics, SLA and KPI reporting, endpoint lifecycle operations, Microsoft 365, vendor management, and cross-functional collaboration within regulated industries.

Core Competencies

- IT Operations Leadership
- Service Delivery & Operational Governance
- End User Computing (EUC)
- End User Lifecycle Management
- IT Service Management (ITSM)
- ServiceNow Administration & Reporting
- Incident, Problem & Escalation Management
- SLA, KPI & Operational Analytics
- Process Improvement & Operational Excellence
- Endpoint Lifecycle & Asset Management
- Microsoft 365, Entra ID & Endpoint Technologies
- Vendor & Third-Party Management
- Knowledge Management & Documentation
- Cross-Functional Leadership
- Multi-Site Enterprise Support
- Regulatory Compliance (HIPAA, PCI, PII/PHI)

Professional Experience

Best Buy Health — Associate Manager, IT Operations

San Antonio, Texas | 2019 – 2026

- Led IT operations supporting nationally distributed Care Centers across three U.S. time zones, ensuring reliable technology services for mission-critical healthcare operations.
- Built a collaborative support culture by coaching analysts, promoting knowledge sharing, and empowering team members to resolve issues with greater confidence and consistency.

- Reduced dependency on higher-tier support by strengthening knowledge management practices, improving documentation, and promoting consistent troubleshooting procedures.
- Served as the operational bridge between Service Desk, Infrastructure, Telecom, Security, and Application teams, coordinating cross-functional efforts to resolve complex issues and minimize business disruption.
- Leveraged ServiceNow dashboards and operational reporting to monitor SLA performance, identify trends, and improve service delivery.
- Directed executive and VIP support for senior leadership, handling high-impact issues with urgency, discretion, and professionalism.
- Supported endpoint lifecycle operations, including device provisioning, onboarding, inventory management, and lifecycle governance for workplace technology.
- Coordinated third-party vendors supporting workplace technology and physical security initiatives, ensuring projects were delivered efficiently and aligned with operational requirements.
- Supported Microsoft 365 technologies and modern endpoint management initiatives, including collaboration with Intune and identity management teams.
- Operated within HIPAA, PCI, and PII/PHI regulated environments, maintaining compliance with organizational security and privacy standards.

International Bank of Commerce (IBC Bank) — Corporate PC Operations Manager

San Antonio, Texas | 2001 – 2019

- Directed enterprise end-user computing operations supporting more than 230 banking locations across Texas and Oklahoma, ensuring reliable technology services for branch and corporate users.
- Led 12 regional support teams and 24 field technicians, providing leadership, coaching, operational oversight, and performance management across a geographically distributed workforce.
- Standardized desktop hardware, software, and asset lifecycle practices to improve consistency, simplify support, and strengthen enterprise governance.
- Directed enterprise operating system migration initiatives with no unplanned business disruption, coordinating deployment strategies, communications, testing, and field support.
- Implemented a corporate print optimization strategy that reduced printing costs and equipment usage by approximately 50% through standardization and consolidation.
- Consolidated regional technician teams, improving resource utilization, cross-regional coverage, and response times while maintaining high service levels.
- Led the implementation of electronic fax solutions, replacing paper-based workflows and improving operational efficiency across the organization.
- Partnered with executive leadership, business units, vendors, and infrastructure teams to plan and deliver enterprise technology initiatives.
- Provided executive-level technology support while operating within a highly regulated financial environment emphasizing security, reliability, and operational excellence.

National Bancshares Corporation — Banking Officer / Information Systems Administrator

1999 – 2001

- Supported enterprise technology operations for a multi-bank organization, administering Windows servers, Active Directory, workstation deployments, and user access.
- Maintained reliable technology services for banking operations while supporting desktop systems, network infrastructure, and operational continuity within a regulated financial environment.

Garza Bomberger & Associates — Intern Architect / Technology Coordinator

1997 – 1999

- Coordinated technology operations, CAD systems, and production workflows supporting multiple architectural projects, including healthcare, laboratory, educational, commercial, and institutional facilities.
- Served as the firm's CAD subject matter expert, standardizing plotting workflows and overseeing the final production of construction documents prior to architectural review and sealing.
- Led disaster recovery efforts following the theft of the firm's file server by rebuilding the server environment and restoring business operations from tape backups with minimal downtime.
- Served as the firm's CAD subject matter expert, standardizing plotting workflows and coordinating the final production of construction documents prior to architectural review and sealing.

Humberto Saldaña & Associates — Architectural Designer / Technology Coordinator

1995 – 1997

- Coordinated technology operations, CAD systems, and technical standards while supporting architectural design, construction administration, and project delivery.
- Collaborated with architects, engineers, contractors, owners, and vendors to coordinate project documentation, site activities, and successful project execution.

Certifications

Red Cross First Aide & CPR Certified

Education

Bachelor of Environmental Design

Texas A&M University – College of Architecture