

Fernando Yebra

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Executive Summary

IT Operations leader with extensive experience supporting enterprise end-user environments, multi-site technology operations, and IT service management processes within healthcare and financial services organizations. Proven track record managing desktop support teams, coordinating cross-functional IT operations, and maintaining reliable service delivery across distributed environments.

Experienced working with ServiceNow and ITSM practices including incident management workflows, KPI and SLA monitoring, operational reporting, and service performance analysis. Known for building dependable support teams, improving operational consistency, and supporting large-scale environments where responsiveness and reliability are critical.

Core Competencies

- IT Operations Leadership
- Desktop Support & End-User Computing
- ServiceNow & IT Service Management (ITSM)
- Incident & Problem Management
- SLA & KPI Monitoring
- Endpoint Management
- Active Directory & Windows Environments
- Multi-Site Support Operations
- Technical Team Leadership
- Operational Reporting & Service Performance
- Knowledge Base Management
- Vendor & Asset Management

Professional Experience

Best Buy Health — Associate Manager, IT Operations

San Antonio, Texas | 2019 – 2026

- Led desktop support operations supporting national Care Center environments across multiple U.S. time zones
- Managed desktop support teams supporting distributed Care Center locations ensuring reliable service delivery
- Served as escalation point between L1, L2, and L3 support teams resolving complex technical issues
- Ensured efficient incident resolution and SLA performance within high-volume support environments
- Provided direct, high-touch support to executive leadership and VIP users, managing sensitive issues with urgency, discretion, and minimal business disruption

- Utilized ServiceNow reporting and dashboards to monitor operational KPIs and track SLA performance
- Maintained desktop support knowledge base (KB) to improve troubleshooting consistency and resolution speed
- Coordinated with infrastructure, telecom, and application teams to maintain reliable technology services
- Supported endpoint management initiatives including familiarity with Microsoft Intune
- Led service desk and desktop support operations supporting national care center environments, managing incident escalation, ticket resolution performance, and service delivery metrics.
- Coordinated with third-party vendors for installation and support of physical security systems, including surveillance camera deployments across operational environments
 - Operated within compliance-driven environments adhering to HIPAA, PCI, and PII/PHI data protection standards
- Maintained ongoing training in healthcare privacy, security, and regulatory compliance requirements
- Ensured alignment of IT support practices with organizational security and data protection policies
- Supported Microsoft 365 environment, including user access, authentication, and troubleshooting across core services such as Outlook and Teams.
- Participated in device deployment and onboarding processes, ensuring end-user readiness and adherence to standard configurations.
- Worked with asset management workflows, including inventory tracking, provisioning, and lifecycle management of workplace devices and peripherals.

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

San Antonio, Texas | 2001 – 2019

- Led regional IT operations supporting enterprise desktop environments across 230 branch locations in two states
- Managed 12 teams of regional technicians and 24 field technicians responsible for daily technology support
- Directed enterprise desktop support operations supporting branch staff and corporate teams
- Implemented corporate printing consolidation strategy reducing printing costs and equipment usage by 50%
- Consolidated regional technician teams improving cross-regional coverage and reducing response times
- Oversaw enterprise operating system migrations while maintaining zero operational downtime
- Standardized desktop equipment and implemented enterprise asset control systems
- Led implementation of electronic fax systems enabling paperless workflows across multiple branches

National Bancshares Corporation — Banking Officer / Information Systems Administrator

1999 – 2001

- Maintained Windows server environments, Active Directory services, and enterprise desktop systems supporting banking operations.

Garza Bomberger & Associates — Network Administrator / Intern Architect

1997 – 1999

- Maintained workstation and network systems supporting architectural design teams using AutoCAD.

Humberto Saldaña & Associates — Network Administrator / Architectural Designer

1995 – 1997

- Provided systems support and CAD standards development for architectural design operations.

Certifications

Red Cross First Aide & CPR Certified

Education

Bachelor of Environmental Design

Texas A&M University – College of Architecture