

Hector R. Diaz

M: 720.346.4446

Senior Business Leader

HDiaz@Hdiaz.org

Senior business leader with 15+ years' experience driving revenue, opening new markets, and building high performance operational and sales support teams. Industry expert in mission critical infrastructure, strategy, operations, and governance.

Extensive international management experience, including remote staff and strategic business development responsibilities. Ability to select, motivate, and lead cross-cultural winning teams. Energized by overcoming challenging problems in delivering cost effective products and services. History of meeting or exceeding performance goals. Core competencies include:

- Business Development
- Strategic Planning
- Business Process Outsourcing
- Product Management
- New Product Introduction (NPI)
- Vendor Management
- Operations Management
- Service Delivery
- Consulting

P R O F E S S I O N A L E X P E R I E N C E

Intermountain Electronics – Henderson, CO

2017 - 2018

Strategic Director – Mission Critical Sector

Directed all aspects of establishing and growing a Mission Critical practice developing the overall products and services to new and existing customers around the world.

- Provided strategic leadership in establishing and executing to a clear vision to achieve leadership in the Mission Critical sector.
- Led and managed business development, product definition, sales development, and support services for the Mission Critical Sector

CBRE – Denver, CO

2014-2016

Director – International Region

Oversaw delivery of facilities management and professional services for a large multi-national bank. Directed teams of professionals in Hong Kong, London and Tokyo. Managed 3rd party vendors supporting infrastructure operations, build-outs, and data center moves.

- Business development for professional services resulted in a 65% expansion of the managed environment, securing contracts expanding the portfolio at 26 new client locations in 23 countries.
- Successfully negotiated vendor contracts in close collaboration with legal and financial counsel balancing the interests of all parties with particular attention to international tax implications.
- 100% contract renewal rate achieved by driving continuous service management improvement.

Oracle, Broomfield, CO

2010-2013

Director – Data Center Portfolio Management

Optimized the global utilization of over one million ft² of data center and colocation facilities supporting private and public cloud computing environments. Worked closely with senior IT leadership in regards to capacity planning, technology, and road mapping. Key accomplishments include:

- Closed real estate brokerage service contracts, and directed the procurement of engineering design firms, construction management, and colocation services with contract values in excess of \$100M.
- Strategic planning and execution of new construction, consolidations, expansions, and the use of leased facilities. Drove portfolio consolidations saving in excess of \$10M/year.
- Developed staff to improve service delivery to Oracle's lines of business. The team was able to delay \$160M in capital expenditures while meeting business requirements for critical infrastructure.

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iDiaz Advisors LLC, Denver, CO

2006-2017

Sr. Partner

Provided expert advice on business and technology management.

- Consulted with the Government of Lithuania regarding attracting an anchor tenant to establish a data center in the Kruonis Industrial Park.
- Consulted on the business development and sales enablement for a vendor of industrial cooling systems resulting in increased market penetration of the critical facilities marketplace.
- Consulted on data center capacity planning for a leading provider of cable, entertainment and communications products resulting in better resource utilization of their hybrid clouds.

Terumo BCT, Lakewood, CO

2007-2009

Global Support Services Manager

Managed the delivery of cost effective 7x24 IT infrastructure and customer support services for over 2000 users in 30 countries.

- Succeeded in saving employer over \$250K/year by developing and implementing an IT governance program.
- Directed local and remote staff, delivering global service desk, private cloud computing, and procurement services.
- Reduced support costs by implementing an asset management process and an enhanced call-tracking system.

Keysight Technologies, Colorado Springs, CO

2000-2006

Operations Manager

Delivered availability, quality, regulatory compliance, and disaster recovery planning for 30 data centers in the Americas. Directed activities of 120 professionals providing guidance for cost-effective service delivery.

- Achieved savings of over \$105M through a combination of outsourcing and restructuring the corporate IT infrastructure.
- Developed and implemented operational processes to provide cost-effective, 99.999% system uptime for critical infrastructure.
- Minimized financial exposure by eliminating system downtime for systems processing about \$800K of orders per hour. Managed business continuity exercises to identify areas of vulnerability and recommended measures for their mitigation.

E D U C A T I O N

- BS Civil Engineering, University of Puerto Rico, Mayagüez, PR
- Completed managerial development and project management programs at Hewlett-Packard, Co.

A D D I T I O N A L S K I L L S / A C C O M P L I S H M E N T S

- Languages: Spanish, working knowledge of French
- Mentored up-and-coming managers at Oracle, HP, Agilent Technologies, and Terumo BCT.
- Sought after public speaker. Presented on infrastructure management and critical facilities technology at conferences in Boston, London, Los Angeles, and New York.
- Member of the Board of Directors of AFCOM's Data Center Institute
- Conducted business and managed relationships in Europe, Latin America, and Asia Pacific including contract negotiations in Venezuela, Mexico and Puerto Rico with attention to cultural intricacies and best practices.