

VINCE GARCEZ (MBA | MSIT)

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Senior Technical Project & Program Manager | Infrastructure & Cloud | Enterprise Applications | ServiceNow | Data & Analytics

PROFESSIONAL SUMMARY

Senior Technical Project and Program Manager with 17+ years of experience leading enterprise infrastructure, network, cloud, data-center, application, SaaS, ServiceNow, data, and workflow transformation initiatives. Experienced in managing multiple concurrent programs from charter, discovery, requirements, planning, and solution coordination through testing, cutover, deployment, stabilization, and operational handoff. Proven ability to align executive sponsors, business and clinical stakeholders, engineering teams, application owners, vendors, and systems integrators while managing scope, schedules, budgets, resources, risks, dependencies, governance, and measurable delivery outcomes across healthcare, legal technology and eDiscovery, financial services, and professional services environments.

- **Portfolio & Program Leadership:** Led 60+ enterprise technology initiatives valued at more than \$80M, establishing governance, integrated plans, executive reporting, and accountability across complex portfolios.
- **Infrastructure & Operational Readiness:** Directed network, cloud, data-center, server, security, application-readiness, cutover, and stabilization activities across mission-critical environments.
- **Enterprise Platforms & Automation:** Led a \$4M ServiceNow implementation and developed Power BI, SQL, and Power Automate reporting solutions that improved visibility, efficiency, and decision-making.

CORE SKILLS

Technical Program Management	Vendor & Systems Integrator Management	Cloud & Infrastructure Modernization
Portfolio & PMO Governance	Budget, Forecasting & Change Control	ServiceNow ITSM / SPM / Asset
Network, Data Center & Cutover	RAID, Dependencies & Executive Reporting	Enterprise Applications & SDLC
Requirements & Process Mapping	Agile, Waterfall & Hybrid Delivery	Power BI, SQL & Automation

SELECTED ENTERPRISE TRANSFORMATION PROJECTS

Enterprise Network Lifecycle Transformation - Ascension

Lead technical delivery and operational readiness across hospital and clinical environments, coordinating network, infrastructure, application, security, business, vendor, and support workstreams through discovery, implementation, validation, stabilization, and operational handoff.

Tools: ServiceNow CHG/CTASK/CAB, Microsoft Project, Smartsheet, Power BI, SharePoint, Excel

\$18M Infrastructure Modernization and Server Deployment - ProSearch

Directed procurement, vendor coordination, technical planning, testing, and deployment of 180 servers within a compressed two-month timeline. Managed interdependent infrastructure and application activities while protecting operational continuity.

Tools: Microsoft Project, ServiceNow, Azure, Active Directory, Power BI, Excel

\$4M ServiceNow ITSM Implementation - Tanisha Systems

Led a six-month ServiceNow implementation from requirements and current/future-state workflow analysis through testing, cutover, adoption, and stabilization, contributing to operational efficiency improvements of more than 50%.

Tools: ServiceNow ITSM, Agile/Scrum, Jira, BRDs, User Stories, UAT, Power BI

Legal Technology, eDiscovery and Workflow Transformation - ProSearch / Advanced Discovery

Managed enterprise application, legal-data, reporting, integration, and workflow initiatives in high-volume eDiscovery environments. Improved delivery timelines by 30%, increased development velocity by 25%, and increased client intake efficiency by 80% through stronger governance and automation.

Tools: Relativity, Nuix, Jira, Salesforce, Power BI, SQL Server, Azure SQL

PROFESSIONAL EXPERIENCE

Senior Technical Project Manager, Adiz Innovations / WWT - Ascension

09/2025 - Present

Lead end-to-end technical project delivery and operational readiness for Ascension's enterprise Network Lifecycle Transformation program spanning hospitals and clinical environments.

- Drive readiness across network, infrastructure, applications, security, business operations, vendors, and technical support workstreams for concurrent implementation waves.
- Manage ServiceNow Change Requests and CTASKs, CAB coordination, integrated schedules, technical dependencies, risks, issues, escalations, and completion tracking.
- Coordinate discovery, migration planning, application and departmental readiness, cutover sequencing, pre- and post-validation, stabilization, and operational handoff.
- Lead cross-functional cutover communications and command-center activities involving engineering teams, application owners, hospital stakeholders, vendors, and support groups.
- Develop centralized readiness trackers, resource crosswalks, executive dashboards, and governance controls that improve visibility, ownership, and accountability across concurrent implementations.
- Identify delivery risks, resolve ownership gaps, escalate critical blockers, and coordinate corrective actions to minimize disruption to mission-critical healthcare operations.

Senior Project Manager, ProSearch (eDiscovery & Legal Technology Services)

03/2021 - 04/2025

Led a portfolio of 60+ enterprise technology projects valued at more than \$80M spanning software and application delivery, infrastructure modernization, cloud migration, data integration, reporting, workflow automation, and enterprise systems transformation.

- Directed Agile and Waterfall delivery across development, QA, operations, vendors, and business stakeholders while managing scope, schedules, budgets, resources, risks, dependencies, UAT, releases, and executive reporting.
- Led an \$18M infrastructure modernization initiative involving procurement, vendor coordination, testing, and deployment of 180 servers within a compressed two-month timeline.
- Delivered a Citrix cloud migration six weeks early and supported approximately \$2M in cost avoidance through infrastructure reuse, disciplined planning, and dependency management.
- Improved development velocity by 25% and on-time delivery by 30% through stronger Scrum planning, backlog visibility, risk management, and team accountability.
- Developed Power BI and ServiceNow dashboards that improved portfolio visibility and reduced monthly reporting effort from approximately eight hours to one.
- Translated legal operations and business requirements into workflows, user stories, acceptance criteria, implementation plans, and measurable outcomes.
- Coordinated third-party vendors, offshore resources, technical teams, business leaders, and executive stakeholders across multiple simultaneous delivery efforts.

Technical Project Manager / Business Systems Analyst, Tanisha Systems

05/2020 - 03/2021

Led healthcare technology initiatives centered on ServiceNow implementation, ITSM improvement, requirements analysis, workflow documentation, reporting automation, and enterprise systems delivery.

- Managed delivery and adoption of a \$4M, six-month ServiceNow implementation that improved workflow governance, ticket visibility, operational accountability, and service-management efficiency by more than 50%.
- Partnered with healthcare stakeholders, IT teams, vendors, and users to gather requirements, map current and future-state workflows, define scope, and support implementation planning.
- Developed BRDs, functional specifications, user stories, acceptance criteria, and traceability documentation to translate business requirements into actionable solution and testing plans.
- Automated monthly project and operational reporting using SQL Server, Power BI, Power Automate, and connected business systems.
- Coordinated UAT, gap analysis, defect triage, stakeholder communications, training readiness, release execution, and operational handoff.

IT Project Manager / Business Systems Analyst, SMCI - City National Bank

05/2018 - 12/2018

Supported banking and enterprise technology initiatives across infrastructure project management, business systems analysis, reporting, and operational improvement.

- Defined server upgrade and decommissioning requirements, infrastructure specifications, project plans, budgets, and execution activities with architects, developers, QA teams, IT stakeholders, and business partners.
- Developed Power BI dashboards and performance reporting using SQL Server and Azure SQL data to support expenditure analytics, server inventory, operational visibility, and executive decision-making.
- Coordinated requirements, feasibility assessment, testing, defect resolution, documentation, release readiness, and alignment of infrastructure solutions with business priorities.

IT Project Manager / Business Analyst, Point to Point Consulting - Advanced Discovery

03/2018 - 05/2018

Managed legal technology delivery, analytics, workflow optimization, Jira configuration, requirements validation, and stakeholder-visibility improvements for an eDiscovery services organization.

- Designed Jira workflows, custom fields, permissions, notifications, dashboards, filters, and reporting views that improved project tracking, routing, and accountability.
- Increased client intake efficiency by 80% by coordinating six teams to streamline workflows, automate data entry, standardize information capture, and improve reporting accuracy.
- Imported and modeled SQL Server and Azure SQL data to create Power BI dashboards tracking business performance, expenditure trends, and IT infrastructure status.
- Collaborated with upstream and downstream teams, developers, analysts, and technical SMEs to gather and validate software, integration, and technical requirements.

Information Technology Project Manager, UCLA Insurance & Risk

09/2017 - 03/2018

Supported HIPAA-compliant software, data-security, privacy, PII protection, vulnerability-assessment, and implementation-readiness initiatives across healthcare and academic medical environments.

- Partnered with UCLA Hospital leadership, IT, and Data Security teams to define requirements, project plans, milestones, user stories, testing needs, and compliance-oriented implementation activities.
- Coordinated across UCLA IT, UCLA Hospital, and the David Geffen School of Medicine to support training and implementation of data-culling and collection software.

Business Systems Analyst / Data Governance Analyst, Ernst & Young

10/2016 - 09/2017

Supported enterprise data governance, compliance reporting, analytics, lifecycle analysis, and modernization initiatives across regulated data environments.

- Defined and tracked KPIs, objectives, milestones, governance metrics, compliance documentation, data validation, defects, release readiness, and executive decision-support materials.
- Conducted analysis to identify operational issues, process inefficiencies, and data-quality concerns while supporting architecture, engineering, and leadership teams with dashboards and risk visibility.
- Contributed to approximately \$30M in storage and maintenance savings through large-scale data modernization and elimination of redundant, outdated, and trivial data.

Legal Technology and eDiscovery Project Leadership, Multiple Organizations

2009 - 2015

Supported complex eDiscovery matters and legal data workflows for law firms, government agencies, service providers, and enterprise clients.

- Coordinated data processing, hosted review, production workflows, client communication, quality control, and delivery using platforms including Relativity and Nuix.
- Maintained chain-of-custody controls, documentation, issue tracking, and stakeholder communication across time-sensitive legal matters.
- Bridged legal, operational, and technical teams to translate matter requirements into defensible workflows and delivery plans.

EDUCATION

Master of Science in Information Technology, University of Maryland Global Campus, 2015

Master of Business Administration, University of Maryland Global Campus, 2013

Postgraduate Education in Federal Contract Law, Georgetown University, 2009

Bachelor of Arts in History, California State University, Northridge, 2005

TECHNICAL SKILLS

Project and PMO:	Microsoft Project, Smartsheet, Jira, Azure DevOps, ServiceNow CHG/CTASK/CAB, SharePoint, Confluence, Microsoft 365, Visio, Lucidchart
Enterprise Applications:	ServiceNow ITSM/SPM/Asset, Microsoft Dynamics 365, Salesforce, SAP, Oracle, NetSuite, Microsoft 365
Infrastructure and Cloud:	Network and data-center modernization, WAN/LAN, wireless, firewalls, Citrix VDI, Azure, AWS, Active Directory, disaster recovery
Data and Automation:	Power BI, DAX, SQL, SQL Server, Azure SQL, Tableau, Excel, Power Automate, reporting automation
Methods and Analysis:	Agile/Scrum/Kanban, Waterfall, hybrid, SAFe, SDLC, ITIL practices, requirements, BRDs/FRDs, user stories, process mapping, QA/UAT, release and cutover readiness