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Ricardo F. R. Villar3rd

Technology Manager at Wells Fargo - Wealth Management Services

San Francisco Bay Area | Information Technology and Services

Current

Technology Manager - Technology On-boarding Concierge, Help Desk and Order Center at Wells Fargo - Wealth Management Services

Past

Director of IT Operations at Brobeck, Phleger & Harrison LLP  
Technology Manager, VP NT & SQL at Banc America Securities  
IT Consultant / Project Manager at MicroMenders, Inc.

Education

San Francisco State University, College of Business  
California Polytechnic State University-San Luis Obispo  
Pink Elephant

Recommendations

2 people have recommended Ricardo F. R.

Connections

172 connections

Public Profile

http://www.linkedin.com/in/ricardovillar

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Summary

Although it may be exciting to have the latest, sexiest technology, what's really important for an IT department is to provide a stable environment for the business to meet its goals at an acceptable cost. I've been directing and managing IT operations since 1994, and one reason I've been able to deliver excellent results is that my focus is on serving the business.

My specialty is serving as a change agent or a turnaround specialist, doing what it takes to "get all the trains running on time" while reducing costs by as much as \$500K annually. I've accomplished this through extensive surveys of internal customers' needs, cost/benefit analysis, improving policies and procedures, restructuring departments, implementing ITIL-based processes and leading best-of-class teams.

Our Help Desk team at Wells Fargo Wealth Management earns hundreds of kudos a month, in glowing terms such as "always extremely helpful," "a perfect customer experience," and "knowledgeable, professional and friendly ... what an amazing group!"

For years I've served very sophisticated, demanding end users, including high-end wealth managers at Wells Fargo since 2004 and, prior to that, attorneys at the world-class Brobeck law firm. Professionals like these expect up-to-date technology, consistent service and fast, convenient support. I ensure that these highly paid talent have what they need, so that they can focus on maximizing their billable hours.

I've managed large projects such as reorganizations, engineering and deployment of enterprise email and backup systems, and consolidation of two data centers. My earlier experience includes management and hands-on roles in healthcare technology and independent IT services.

My experience, as well as an MBA and ITIL certification (ITSM), give me a solid foundation for achieving results that are always right on track with business goals.

Experience

Technology Manager - Technology On-boarding Concierge, Help Desk and Order Center

Wells Fargo - Wealth Management Services

Public Company; 10,001+ employees; WFC; Financial Services Industry

2004 – Present (8 years) | San Francisco, CA

Manage team of 30 specialists and two managers in providing first and second level end-user technology support. Oversee end-user technology on-boarding and provisioning. Responsible for annual budgeting and monthly accounting. Full budget responsibilities of over \$3M.

- Increased efficiency and effectiveness of Help Desk, reducing operating expenses by \$500K while improving end-user satisfaction ratings by 10%. Team receives hundreds of kudos per month.
- Reduced cost per incident by 20% while maintaining service level agreements.
- Implemented telecommute program that increased senior employee retention rate and reduced absenteeism.
- Launched website for end users to log non-urgent support requests, providing greater convenience to users while reducing help desk call volume by 5% per month.
- Improved technology provisioning during on-boarding process by 40% per user surveys.

Certifications

ITIL Foundation Certificate in IT Service Management (ITSM)

Certified Information Systems Security Professional (CISSP)

2003 to 2006

HDI Support Center Director (HDI-SCD)

Skills & Expertise

IT Management

Continuous Improvement

Reorganization

Restructuring

Turnaround

Infrastructure Development

Systems Management

Security Management

Network Security

Network Administration

Team Leadership

Virtual Teams

Mentoring

Software Project Management

Vendor Management

Cost Reduction

Cash Flow Forecasting

Budget Management

Capital Planning

Monthly Expense Accounting

View All (50) Skills

Education

San Francisco State University, College of Business

Master of Business Administration (MBA)

2005

California Polytechnic State University-San Luis Obispo

Bachelor of Science (BS)

Pink Elephant

Completed courses in Service Support and Service Delivery

Recommendations For Ricardo F. R.

Director of IT Operations

Brobeck, Phleger & Harrison LLP

"Ricardo and I worked together for three years at the former international law firm, Brobeck LLP. In that role Ricardo excelled at one of the most difficult of Information Technologists roles, the Director and Manager of Operations.

Leading a team of 30+ technologists and an annual operating budget of \$15 million, to ensure that all aspects of Brobeck's technology remained fully reliable across its US and International offices was an incredible challenge, yet Ricardo maintained the critical suite of legal technology 24x7: Including -- Stable, reliable telecommunications, branch networks, data centers, messaging, document management, time tracking and accounting, and more.

I recommend Ricardo without reservation as a polished and extraordinarily capable senior IT professional." January 31, 2012

Jonathan W., Chief Information Officer, Brobeck Phleger & Harrison LLP managed Ricardo F. R. at Brobeck, Phleger & Harrison LLP

"I have worked with Ricardo as a client for over 10 years, both when he was managing IT operations for Banc of America Securities/Montgomery Securities and then again when he was the Director of IT Operations for Brobeck, Phlegher and Harrison. Ricardo is a perfectionist who demanded the highest standard of work of himself and all of those who worked with him and for him. It has been a pleasure working with Ricardo these past 10 years and I hope to work with him 10 more. Ricardo is always an asset. It is will great pleasure that I recommend him.

Paula Brogan  
SME, IT Commercial Operations" October 18, 2007

3rd Paula B., Managing Partner/Consultant, Big Iron was with another company when working with Ricardo F. R. at Brobeck, Phleger & Harrison LLP

Additional Information

Groups and Associations:

Society for Information Management

IT Service Management Forum (ITSMF - USA Chapter)

International Information System Security Certification Consortium (ISC)2

Bank of America Bank of America Employees & Alumni Network

Brobeck Brobeck Phleger & Harrison Alumni

CAL POLY California Polytechnic State University San Luis Obispo Alumni

CALL CENTER EXPERTS Call Center Experts

HDI Support Center Director Class of April 2008

Alumni Association SF State Alumni

San Francisco State University, College of Business Alumni (official group)

Teammates and Alumni Wells Fargo Teammates & Alumni

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- getting back in touch

Send a message to Ricardo F. R. Villar

Get introduced through a connection


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You

Ricardo F. R.'s connections

3rd Ricardo F. R. Villar

Ricardo F. R. Recommends (7)

Deb S., Head of Technology Training, Brobeck, Phleger & Harrison LLP

I worked alongside Deb Smith while at Brobeck,...

Catherine S., IT Consultant


Cathy worked on a three month project for me. She...

Jeff F., Manager - Information Technology Services, Pircher, Nichols & Meeks


I worked with Jeff Fisher while at Brobeck and...

See all Recommendations

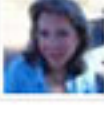
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