

GEORGE CLARKE

Senior IT Infrastructure & Project Management Leader | Digital Transformation | LATAM
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PROFESSIONAL PROFILE

Senior IT Leader with 20+ years of experience planning and executing digital projects across 9+ Latin American countries, bringing dual expertise in IT Project Management and IT Infrastructure Management to deliver technology solutions at regional scale. Proven ability to lead cross-functional teams, manage multimillion-dollar budgets, define KPIs and governance frameworks, and drive continuous improvement in complex, multicultural, technology-driven environments.

Specialist in IT infrastructure, digital transformation, and IT governance (ISO 20000/27001 | ITIL). Fluent in Spanish, Portuguese, and English. Executive profile with strategic vision and a track record of delivering on-time, on-budget results for regional and multinational organizations.

CORE COMPETENCIES

- IT Infrastructure Design & Deployment
- IT Infrastructure Project Management
- Full Project Lifecycle Delivery
- Project Portfolio Management
- Datacenter Management & Modernization
- Network Architecture: LAN / WAN / SD-WAN
- Server & Endpoint Management
- Digital Transformation
- IT Security Governance
- ISO 20000 & ISO 27001 Compliance
- ITIL Foundation | Incident & Problem Mgmt.
- Business Continuity & Disaster Recovery
- IT Vendor & Contract Management
- SLA & KPI / OKR Management
- IT Budget Governance & Cost Optimization
- Risk Management & Mitigation
- Change Management
- Multi-country Remote Team Leadership
- Cross-functional Team Leadership
- Stakeholder & Executive Communication
- Resource Planning & Allocation
- IT Asset Lifecycle Management
- ITSM Frameworks Implementation
- Wireless & Wired Network Infrastructure
- Multi-site Operations Management
- Governance & Reporting Structures

TOOLS & TECHNOLOGIES

ITSM: ServiceNow | Remedy | IBM Tivoli

Infrastructure: Datacenter Systems | LAN / WAN | Servers | Endpoints | Wireless Networks

Frameworks: ITIL Foundation | ISO 20000 | ISO 27001 | PMI/PMBOK

Project Management Tools: MS Project | Jira | Confluence | Smartsheet

Languages: English (Native) C1 | Spanish (Native) | Portuguese (Fluent)

Industries: Retail & Apparel | Government | IT Services & Consulting | Logistics & Supply Chain | Telecom

Countries Managed: 9 — Argentina, Brazil, Chile, Colombia, El Salvador, Honduras, Mexico, Panama, Peru

Direct Reports: 3–30 people

PROFESSIONAL EXPERIENCE

❖ adidas – Latin America | 2018 – Present

Regional IT Infrastructure & Project Manager

Nov 2022 – Present

- Directed IT infrastructure operations and end-to-end project delivery across 9 Latin American countries, managing cross-functional teams of 6–15 people and ensuring 99.9%+ uptime and business continuity for distribution centers and regional offices (Argentina, Brazil, Chile, Colombia, El Salvador, Honduras, Mexico, Panama, Peru). 7 IT Infrastructure Managers as Direct Reports.
- Led planning, design, and deployment of multi-site IT infrastructure — including network, servers, endpoints, and datacenter systems — delivering projects 100% on time and on budget.
- Managed and optimize multi-million-dollar IT infrastructure budgets, reducing operational costs through strategic vendor contract negotiations and lifecycle planning.

- Govern IT security compliance (ISO 20000/27001) and change management programs during enterprise digital transformation initiatives.
- Established infrastructure performance KPI dashboards and executive reporting frameworks aligned with global IT strategy and business objectives.
- Managed relationships with IT infrastructure vendors, oversee SLA adherence, conduct performance reviews, and drive contractual accountability.
- Managed IT infrastructure and datacenters for offices (3), retail stores (4), and warehouse (1) in Panama, El Salvador, and Honduras. Direct reports: 3.

Key Projects Delivered:

- 2025 – [adidas El Salvador, Torre Millennium](#) | Full IT infrastructure build-out: network, servers, endpoints, and systems integration.
- 2025 – [adidas Distribution Center, Colón, Panama](#) | End-to-end IT infrastructure deployment for major logistics hub.
- 2024 – [adidas Warehouse, Extrema, Brazil](#) | IT infrastructure design and deployment for DHL/adidas supply chain operations.
- 2023 – adidas Panama Datacenter Remodeling | Full datacenter infrastructure modernization, migration, and recommissioning.
- 2023 – [adidas Performance Store, Multiplaza, Panama](#) | Retail IT infrastructure and POS systems implementation.

Senior Technical Project Manager – IT Infrastructure

Apr 2021 – Oct 2022

- Executed large-scale IT infrastructure projects across LATAM, managing network upgrades, server deployments, and endpoint rollouts to improve system reliability and end-user experience.
- Led infrastructure vendor evaluations, RFP processes, and contract negotiations, ensuring compliance, service excellence, and cost control across the project portfolio.
- Maintained project risk registers, resource plans, and change control logs for concurrent multi-country infrastructure initiatives.
- Implemented IT asset lifecycle and sustainability program — structured recycling and donation workflow achieving 21% cost savings per 100 laptops.
- Managed IT infrastructure and datacenters for office (1), retail stores (3), and warehouse (1) in Panama. Direct reports: 3.

Key Projects Delivered:

- 2022 – [Reebok Brand Separation from adidas \(Authentic Brands Group\)](#) | Multi-country IT infrastructure divestiture including network separation, data migration, server decommissioning, and endpoint reassignment across Latin America.
- 2022 – [adidas Gym PTY](#) | Full IT infrastructure build-out: network, servers, endpoints, and systems integration.

IT Services Manager

Oct 2018 – Mar 2021

- Deployed and governed ITIL-based ITSM frameworks across LATAM infrastructure operations — reducing mean time to resolution (MTTR) by 25% and improving SLA compliance across all service tiers.
- Managed IT infrastructure service delivery, incident management, problem resolution, and change control for a 9-country region with a team of 6–15 personnel.
- Oversaw vendor SLA governance, infrastructure performance monitoring, and structured IT provider evaluations.
- Contributed to IT infrastructure project portfolio reviews, ensuring roadmaps aligned with regional and global business goals.
- Managed IT infrastructure and datacenters for office (1), retail stores (7), and warehouse (1) in Panama. Direct reports: 3.

Key Project Delivered:

- 2019 – [adidas Latin America Headquarters, Panama](#) | Full IT infrastructure build-out, network commissioning, and systems integration.

❖ NTT DATA, Inc. – Panama | 2016 – 2018

Service Improvement Manager

Jul 2016 – Oct 2018

- Led LATAM-wide IT infrastructure service optimization programs, improving SLA adherence and driving measurable performance improvements across multiple client environments.
- Managed cross-functional infrastructure and support teams across Latin America, increasing service quality through structured ITSM process implementation.
- Conducted IT infrastructure vendor assessments and performance audits, improving provider accountability and contractual compliance.

❖ SENACYT – Panama (National Secretariat of Science & Technology) | 2016

IT Services Coordinator

Jan 2016 – Jul 2016

- Coordinated IT infrastructure operations and service delivery, aligning activities with government organizational strategy and compliance requirements.
- Conducted vendor evaluations to optimize infrastructure services and reduce procurement costs.
- Standardized IT documentation and end-user support processes, improving resolution times and system knowledge management.

Key Projects Delivered:

- 2016 – Created the Information Security Policies framework based on Panamanian laws for SENACYT.
- 2016 – Represented Panama in the International Atomic Energy Agency ([IAEA](#)) Information Security Forum held in Mexico City, Mexico (May 30 – June 3, 2016). Ref No.: 3000151; NSF15345; J0-TR53016.

❖ Hewlett-Packard (HP) – Panama | 2009 – 2015

Project Manager – IT Infrastructure

Apr 2015 – Dec 2015

- Managed IT infrastructure projects across LATAM, collaborating with global engineering teams and adopting emerging technologies to improve delivery efficiency and system performance.
- Introduced formal change management and documentation practices into infrastructure project delivery methodology.

Project Manager – Audit & IT Services

Mar 2013 – Mar 2015

- Directed ISO 20000 and ISO 27001 certification programs across Latin America — successfully obtained HP certification in the Americas, covering IT service and information security management.
- Delivered ITSM and ISMS governance frameworks, strengthening enterprise infrastructure security posture and regulatory compliance.
- Managed project portfolio activities for IT audit, data privacy, and security governance initiatives spanning multiple countries.
- Managed IT Service Delivery for Mainframe, AS400, and Non-Stop Systems. 30 Direct Reports.

Key Projects Delivered:

- 2015 – ISO 27001 and ISO 20000 certification for HP Americas. Sample countries: Panama, Costa Rica, and Argentina.
- 2015 – HP Mainframe Academy: New generation of AS400 and Mainframe technicians trained by experts in Panama. 20 engineers certified.

Work experience prior to 2013 is available on the LinkedIn profile.

EDUCATION

Information Systems & Industrial Engineering

Universidad Interamericana de Panamá

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- ITIL Foundation – Certified | Credential ID 100548166
- ITIL Intermediate Certificate in IT Continual Service Improvement (CSI) | Credential ID GR755025271GC
- COPC (Customer Operations Performance Center) Registered Coordinator
- International Coaching Certification | Credential ID C6623