GEORGE CLARKE

IT Infrastructure and Operations Leader | LATAM | Digital Transformation
Panama City, Panama | +507 6676-1210 | georgecclarke@gmail.com
linkedin.com/in/george-c-51490278 | georgecclarke.com

PROFESSIONAL SUMMARY

IT leader with 20+ years of experience in infrastructure operations, technical project management, and digital transformation across nine Latin American countries. Performs Director-level functions at adidas, leading regional teams and managing a USD 1.2M IT budget for Panama, El Salvador, and Honduras, combining ITIL service management with ISO 20000 and ISO 27001 governance. Results include 99.9%+ uptime, 25% lower mean time to resolution, 21% cost savings per 100 laptops, and infrastructure projects delivered on time and on budget. Fluent in English, Spanish, and Portuguese.

CORE SKILLS

IT Infrastructure Management | Project and Portfolio Management | IT Service Management (ITSM) | Information Security Governance | Vendor and Contract Management | Budgeting and Cost Optimization | SLA, KPI and OKR Management | Risk and Change Management | Business Continuity and Disaster Recovery | Datacenter Modernization | Resource Planning | Stakeholder Management | Regional Team Leadership

PROFESSIONAL EXPERIENCE

adidas | Latin America | Oct 2018 - Present — 8 years, 1 month

Regional IT Infrastructure & Project Manager | Nov 2022 - Present

- Direct nine-country LATAM operations, leading seven Infrastructure Managers and 6-15-person teams while sustaining 99.9%+ uptime.
- Deliver multisite network, server, endpoint, and datacenter projects with 100% on-time and on-budget completion.
- Manage a USD 1.2M IT budget for Panama, El Salvador, and Honduras as Regional Manager.
- Lead Director-level responsibilities: technology roadmaps, executive reporting, vendor governance, and organizational leadership.
- Govern ISO 20000 and ISO 27001 compliance across more than 300 stores and four warehouses throughout LATAM.
- Manage local infrastructure across three offices, four stores, and one warehouse in Panama, El Salvador, and Honduras.

Key Projects Delivered

- Delivered networks, servers, endpoints, and systems integration for adidas Torre Millennium offices, El Salvador (2025). | Photos
- Delivered IT infrastructure for Colón's 2025 expansion, increasing space capacity 50% from 10,000 to 15,000 m². | adidas announcement
- Delivered Extrema Warehouse infrastructure for DHL/adidas supply chain operations in Brazil (2024). | DHL announcement | Project video
- Secured nearly USD 750K for Panama datacenter modernization through two years of management advocacy (2023).
- Modernized servers, cabling, HVAC, flooring, and alarms; expanded space within four months after 15+ years without updates.
- Implemented retail infrastructure and POS systems at Multiplaza Performance Store, Panama (2023). | Store video

Senior Technical Project Manager - IT Infrastructure | Apr 2021 - Oct 2022

- Delivered LATAM upgrades and deployments, governing RFPs, vendors, contracts, risks, resources, and changes.
- Developed ServiceNow dashboards for IT service management operations across Latin America.
- Reduced costs by 21% per 100 laptops through an IT asset recycling and donation program.
- Managed one office, three stores, and one warehouse in Panama with three direct reports.

Key Projects Delivered

- Separated Reebok networks and migrated data across 11 countries, including Puerto Rico and Uruguay (2022). | Acquisition announcement
- Decommissioned servers and reassigned endpoints during Reebok's LATAM divestiture.
- Delivered infrastructure and systems integration for adidas Gym PTY (2022). | adidas post

adidas | Latin America | Oct 2018 - Present — 8 years, 1 month

IT Services Manager | Oct 2018 - Mar 2021

- Reduced MTTR 25% through ITIL-based ITSM across nine countries, leading 6-15-person teams and improving SLA compliance.
- Governed vendors, portfolios, incidents, problems, and changes in alignment with global strategy.
- Developed ServiceNow dashboards for IT service management across Latin America.
- Managed one office, seven stores, and one warehouse in Panama with three direct reports.

Key Projects Delivered

- Delivered infrastructure, network commissioning, and systems integration for the adidas LATAM Headquarters remodel, Panama (2019). | Project photos

NTT DATA, Inc. | Panama | Jul 2016 - Oct 2018 — 2 years, 4 months

Service Improvement Manager | Jul 2016 - Oct 2018

- Improved LATAM SLA adherence through ITSM and cross-functional infrastructure leadership across client environments.
- Led supplier and contract audits, improving compliance and engagement.

SENACYT | Panama | Jan 2016 - Jul 2016 — 0 years, 7 months

IT Services Coordinator | Jan 2016 - Jul 2016

- Coordinated SENACYT infrastructure and IT services aligned with government strategy.
- Evaluated vendors and standardized IT documentation and support processes.

Key Projects Delivered

- Developed SENACYT information security policies aligned with Panamanian law and an ITSM framework for the government entity (2016).
- Represented Panama at the IAEA Information Security Forum, Mexico City, May 30-June 3, 2016. | IAEA website

IAEA references: 3000151; NSF15345; J0-TR53016.

Hewlett-Packard (HP) | Panama | 2009 - 2015 — 6 years, 9 months

Project Manager - IT Infrastructure | Apr 2015 - Dec 2015

- Delivered LATAM infrastructure projects with global engineering teams, formalizing change management and documentation.

Project Manager - Audit & IT Services | Mar 2013 - Mar 2015

- Achieved HP Americas ISO 20000 and ISO 27001 certification (2015), including Panama, Costa Rica, and Argentina.
- Implemented ITSM/ISMS governance for regional audits, data privacy, and security, strengthening compliance across Latin America.
- Led Mainframe, AS400, and NonStop IT service delivery with 30 direct reports.

Key Projects Delivered

- Delivered HP Mainframe Academy training in Panama (2015), resulting in 20 certified engineers.

Earlier experience before 2013 is available on LinkedIn.

TECHNICAL SKILLS

ServiceNow, Coupa, Apptio, Remedy, IBM Tivoli | MS Project, Jira, Confluence, Smartsheet | Datacenters, LAN/WAN, SD-WAN, servers, endpoints, wired and wireless networks | ITIL, ISO 20000, ISO 27001, PMI/PMBOK

EDUCATION

Information Systems & Industrial Engineering | Universidad Interamericana de Panamá

CERTIFICATIONS AND PROFESSIONAL DEVELOPMENT

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

LANGUAGES AND REGIONAL EXPERIENCE

English: Native / C1 | Spanish: Native | Portuguese: Fluent
Operating countries (9): Argentina, Brazil, Chile, Colombia, El Salvador, Honduras, Mexico, Panama, Peru.
Industries: Retail and apparel, logistics and supply chain, government, IT services and consulting, telecom.
Direct reports: 3-30 people.