

LUIS PONS

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DIRECTOR, EXECUTIVE TECHNOLOGY & AV SERVICES
EXECUTIVE SUPPORT | DIGITAL WORKPLACE | CONFERENCING & EVENTS

EXECUTIVE PROFILE

Executive technology and service-delivery leader with 15+ years building reliable, discreet support experiences for C-suite leaders, executive assistants, board-facing events, and high-priority users across research and advisory, financial services, healthcare, and enterprise technology. Leads integrated executive support and AV/conferencing operations across office, home, travel, mobile, and hybrid meeting environments. Known for calm ownership, prevention-first operations, matrix leadership, and converting recurring friction into standards, dashboards, automation, and measurable service improvement.

LEADERSHIP IMPACT

450 EXECUTIVES SUPPORTED	ZERO EARNINGS-CALL FAILURES	+35% EXECUTIVE CSAT
14 TEAM MEMBERS LED	\$2M OPERATING BUDGET	17 AI / AUTOMATION WORKFLOWS

CORE CAPABILITIES

Executive Technology Strategy • C-Suite / VIP Support • AV & Conferencing Services • Board Meetings, Earnings Calls & Town Halls • Digital Workplace Experience • Executive Home, Office & Travel Technology • 24/7 Support Operations • Proactive Monitoring & Readiness • Incident, Problem & Change Leadership • ServiceNow / ITSM • AI-Enabled Service Operations • Team Leadership & Coaching • Vendor, Budget & Lifecycle Governance • Business Continuity • Matrixed Stakeholder Leadership

PROFESSIONAL EXPERIENCE

GARTNER | Stamford, CT

08/2026 - Present

Director, Executive Technology & AV Services

- Own the end-to-end technology experience for C-level leaders and approximately 150 VIPs across office, home, travel, mobile, conferencing, and critical events.
- Direct dual service tracks spanning white-glove executive support and conferencing/AV operations; establish clear ownership, escalation, after-hours coverage, and readiness standards.
- Protect board meetings, earnings calls, town halls, executive meetings, and hybrid events through preflight testing, room readiness, contingency planning, and coordinated event support.
- Build governance for executive devices and meeting spaces, including inventory, configuration and firmware baselines, lifecycle planning, preventive checks, spares, incident trends, and vendor accountability.
- Partner with Executive Assistants, Chiefs of Staff, Event Planning, Workplace, Facilities, Security, Network, Infrastructure, and Digital Workplace teams to reduce recurring friction and protect executive productivity.
- Advance AI-enabled knowledge, analytics, and automation to strengthen triage, documentation quality, proactive service, and executive reporting.

AMERICAN TECHNOLOGY SERVICES | New York, NY

09/2024 - 06/2026

Senior Director, Client Success, IT Operations & Global Service Delivery

- Directed client success, service delivery, IT operations, NOC, and executive escalation across a managed-services environment; owned intake, triage, SLA governance, client communication, staffing, and performance routines.
- Shifted operations from reactive support to prevention through 17 automated workflows and AI-assisted ticket intelligence for routing, SLA risk, documentation freshness, proactive follow-up, and alert-noise reduction.
- Achieved 95% acknowledgment within five minutes, 92% resolution within four hours, and 90% positive CSAT through disciplined queue visibility, ownership, automation, and escalation governance.
- Built incident and outage command routines with clear roles, executive-ready communications, restoration focus, root-cause follow-up, and corrective-action tracking.
- Translated service data, recurring trends, and client feedback into operating reviews, improvement priorities, and accountable follow-through.

MICROSOFT / NYPD | New York, NY

01/2024 - 08/2024

IT Service Desk & Delivery Lead - Executive Escalations, On-Call & Outage Management

- Coordinated technical teams through high-priority incidents in mission-critical public-sector environments, establishing the owner, restoration sequence, stakeholder cadence, and action log.
- Translated technical ambiguity into concise senior-stakeholder updates; drove root-cause follow-up, post-incident documentation, and preventive operational improvements.
- Supported service-delivery governance, escalation management, and on-call operations across a complex, high-visibility user environment.
- Maintained after-hours readiness for critical outages and escalations, balancing restoration speed with disciplined communication and operational control.

STANDARD INDUSTRIES | New York, NY

05/2023 - 12/2023

Executive Technology, Service Delivery & Operations Leader

- Managed a \$2M operating budget spanning executive technology, collaboration, AV, business continuity, vendor coordination, and workplace technology operations.
- Owned executive technology readiness across office, event, and corporate aviation environments, aligning service standards with leadership schedules and business priorities.
- Directed pre-event readiness for executive environments - testing connectivity, video/audio, conferencing, and room technology before leadership use - and established the organization's first formal after-hours and weekend support model.
- Reconfigured corporate aviation connectivity packages, eliminating recurring overage exposure and generating approximately \$100K in annualized savings.

AMERICAN INTERNATIONAL GROUP (AIG) | New York, NY

02/2018 - 05/2023

Executive IT Support Director - Americas

- Led a 14-person executive technology organization supporting approximately 450 executives across endpoint, mobile, collaboration, remote access, travel, home-office, and high-touch support services.
- Served as a trusted technical advisor to senior leaders and executive assistants - diagnosing urgent issues, protecting confidentiality, setting expectations, and translating technical constraints into practical decisions.
- Directed readiness and multi-path redundancy for four quarterly earnings calls annually; delivered zero technology-related failures throughout tenure and received three CEO commendations.
- Raised executive satisfaction 35% by standardizing service practices, strengthening executive-assistant engagement, improving ownership, and building proactive readiness routines.
- Designed resilient executive home-office standards using Meraki routing, firewalls, wireless access points, and diverse copper, fiber, and Starlink connectivity; coordinated discreet installations with contractors and executive offices.
- Partnered across Corporate Real Estate, Facilities, Security, Network, AV, Infrastructure, vendors, and executive-office teams to resolve systemic issues permanently while preserving enterprise standards.
- Governed lifecycle, readiness, spares, standards, and escalation practices for executive endpoints, mobile devices, conferencing, travel technology, and home-office environments.
- Mobilized remote-work continuity for approximately 450 executives during COVID-19, standardizing technology kits, home-office support practices, and safe on-site response procedures.

EARLIER CAREER

UBS | FINANCIAL SERVICES TECHNOLOGY SUPPORT LEADERSHIP

- Led service operations for approximately 3,000 users; reduced defective tickets by more than 50%, increased tickets resolved in under one hour by 50%, and reduced mean time to resolution by 59%.
- Drove incident ownership, performance visibility, escalation discipline, and continuous improvement in a demanding financial-services environment.

NYU LANGONE HEALTH | VIP / DESKTOP SUPPORT & SERVICE OPERATIONS LEADERSHIP

- Supported 24/7 VIP, desktop, clinical, administrative, and executive environments for 2,000+ users, with strong accountability for escalation, service quality, communication, and operational readiness.
- Balanced high-touch service with the reliability and urgency required in healthcare, clinical, and executive settings.

SELECTED EXECUTIVE TECHNOLOGY PRACTICES

- Earnings-call command: built and ran preflight checklists, alternate connection paths, AV validation, stakeholder coordination, and real-time monitoring so executive communications proceeded without technology failures.
- Executive home-office resilience: assessed and improved secure connectivity, Wi-Fi coverage, video setup, printer access, and backup internet options, then documented the environment for seamless future support.
- High-pressure meeting recovery: acted as the calm technical owner, isolated the failure domain, coordinated vendors and internal specialists, kept the executive informed in plain language, and captured preventive actions.
- Executive travel readiness: validated endpoints, authentication, connectivity, conferencing, and contingency options before travel, with discreet remote support and clear escalation coverage.
- Executive stakeholder governance: partnered closely with executive assistants and business leaders to prioritize recurring friction, set expectations, and convert service trends into durable standards.

TECHNOLOGY, CERTIFICATIONS & EDUCATION

Technology: Microsoft 365, Windows 10/11, macOS, iOS/iPadOS, Android, Teams, Zoom, Webex, Slack, Google Workspace, Intune, Jamf, Entra ID / Azure AD, Okta, MFA, VPN, VDI, Exchange, SharePoint, OneDrive, Cisco Meraki, Teams Rooms, Zoom Rooms, enterprise AV, ServiceNow / ITSM, SOPs, runbooks, and AI-assisted service operations.

Certifications / Development: ITIL Foundation; HDI Desktop Support Manager; Cisco CCNA; Microsoft 365 Copilot for Leaders; Generative AI Automation; Generative AI Leadership & Strategy.

Education: Lehman College, CUNY - Management Development Courses. | Languages: Fluent English and Spanish.