

Contact

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(LinkedIn)

Top Skills

Customer Service Management
ClientSuccess
Customer Satisfaction

Languages

English (Native or Bilingual)
Spanish (Native or Bilingual)

Certifications

Certified Elections/Registration
Administrator

Heider Garcia

Subject Matter Expert on Elections and Elections Technology.
Dallas-Fort Worth Metroplex

Summary

Subject Matter Expert on Elections and Elections Technology. Extensive experience in large-scale election programs, including all areas: budget, personnel, logistics, technological infrastructure, risk management and communications. Extensive experience in project and conflict management, having done multiple projects in different geographic locations around the world. Core competencies include:

- Building a team that effectively supports client programs, products and services, oriented towards maintaining customer satisfaction levels.
- Hiring, training/developing, motivating, coaching, evaluating and retaining qualified staff.
- Creating and managing a budget to ensure strict compliance with it.
- Designing and deploying IT systems, including the creation and enforcement of policies and procedures.

Experience

Hart InterCivic
Vice President of Customer Success
September 2025 - Present (3 months)

Dallas County
Elections Administrator
November 2023 - August 2025 (1 year 10 months)
Dallas, Texas, United States

- Managed the largest Election Administration office of the State of Texas, with an annual budget of \$20M.
- Implemented procedural changes to bring the department into full compliance with the Texas Election Code.
- Replaced the entire Electronic Poll Book platform in under 2 months.
- Launched the open records initiative, increasing transparency and delivering more records to the public free of cost.

U.S. Election Assistance Commission

Senior Subject Matter Expert

July 2023 - October 2023 (4 months)

- Responsible for creating EAC clearinghouse materials to assist election officials, voters, and other stakeholders with best practices, white papers, tools, data, training materials, instructions, and any additional information that would be helpful to election administrators to assist with the administration of elections.
- Provide expert guidance regarding election administration that touches all facets of the agency to serve EAC stakeholders.

Tarrant County

Elections Administrator

February 2018 - June 2023 (5 years 5 months)

Fort Worth, Texas

- Created a culture of transparent public administration, resulting in the recognition of Tarrant County's elections – the 3rd largest county in Texas, and 12th in the nation (1.2M voters) - as one of the most transparent elections in the U.S.
- Developed an innovative strategy to deal with political conflicts and disinformation in the post-2020-Election years. My administration received nationwide recognition for our engagement and approach to dealing with conflict.
- Lead the efforts to transition Tarrant County into the Vote Centers Model, by bringing together the different parties and stakeholders and keeping the focus on the common goals. Voters immediately benefited from the program, 50% of them voted outside their home precinct on each of the first two (2) elections.
- Upgraded and modernized the department's infrastructure, including: new warehouse, voting equipment to provide 100% paper trail, electronic pollbooks, voter registration system, inventory/chain of custody application, livestream video surveillance, mail sorting equipment, wiki platform and poll worker management system. In July 2020 Tarrant County received an Achievement Award from the National Association of Counties (NACo) in the category of Information Technology for Modernizing Election Systems.
- Created a custom methodology, that incorporated agile development principles, for writing bid request documents that empowered the engagement of the department, and accurately scored added value. Resulting in the selection of products and suppliers that better meet our team's benchmark and budgetary constraints.

Placer County

Elections Manager

April 2016 - February 2018 (1 year 11 months)

Auburn, California

- Implemented the first ever knowledge base of the Elections Division (ElecWiki). This platform has allowed simplifying knowledge retention and transfer, standardizing procedure documentation and enforcing version control on documentation.
- Implemented first steps of formal Project Management best practices: Communications plan, lessons learned and weekly progress reports.
- Received commendations from the Grand Jury of Placer County for the work done in the 2016 Presidential General election.
- Created the customer satisfaction program, and established performance metrics and goals for the team.

Smartmatic

Various roles: Solution Manager, Product Manager, Deployment Coordinator, Software Engineer.

June 2003 - March 2016 (12 years 10 months)

Multiple locations around the world

- Led creation of the Solution Management unit, defining structure, processes, and deliverables.
- Developed agile-based methodology and selected ALM tools through cost-benefit analysis.
- Managed RFPs, roadmaps, product backlogs, certifications, and deployments.
- Development of SAES-A3 and SAES-1800+ voting devices.
- Creation of call center platform: defined specs, designed UI, led testing and rollout.
- Oversaw ballot printing for a major Presidential Election: 51M+ ballots delivered, 100% accurate and ahead of schedule.
- Headed technical bids, securing major contracts.
- Delivered multiple national elections, deploying thousands of voting machines per event.
- Started as Software Engineer, writing software in C# for key production tools

Education

Universidad Simón Bolívar

Bachelor of Engineering (B.Eng.), Computer Engineering · (1996 - 2003)

