



Bret Hon

Sr. Engagement Manager | IBM i



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*IT strategy drives
impact when aligned
with people and
business goals.*
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Professional Bio

Bret brings 20+ years of experience in technical support, project leadership, and client engagement across IT and retail solutions in IBM i environments. Known for his client-centric approach, Bret excels in fostering long-term relationships, optimizing delivery processes, and enhancing productivity through CRM and business intelligence solutions. His leadership philosophy focuses on collaboration, innovation, and continuous learning to drive organizational success.

Expertise

- Engagement & Delivery Management
- Leadership & Mentoring
- Business Development & Expansion
- Technical & Analytical Skills
- Process Optimization
- Training & Support
- Collaborating with Cross-functional & offshore teams

Projects & Achievements

- Spearheaded multi-location client projects for major retail and specialty brands, delivering measurable performance improvements.
- Led system integrations and upgrades for JDA and Silvon environments, enhancing client operations and analytics capabilities.
- Played a pivotal role in defining strategic business processes at Integrative Systems to improve cross-functional coordination and client satisfaction.
- Held progressive roles at **JDA Software Group**, culminating as **Manager, Support Services** overseeing multiple enterprise retail solutions.

Technical Environment

- **Platforms** - IBM iSeries (AS/400), Retail IDEAS, MMS, BI Tools
- **Tools** - JDA Suite, Silvon, RELEX Solutions, CRM Systems
- **Skills** - Project Estimation, Technical Support, Business Analytics, Microsoft Office

About Integrative Systems

Guided by the promise “**Futureproof Your Business,**” Integrative Systems is a trusted global technology partner with over **25 years of experience** in business software applications across IBM i, AS/400, and Microsoft toolsets. We provide 24/7 infrastructure management, data analytics, and back-office optimization - operating as an extension of your team to align IT strategy with business goals. A five-time Inc. 5000 honoree, we help enterprises modernize systems, enhance resilience, and achieve sustainable digital growth.