



Chief Innovation Officer
Jose De La Cruz

Jose De La Cruz was appointed as the City's first Chief Innovation Officer in March 2016. As Chief Innovation Officer, Mr. De La Cruz leads the Office of Innovation in efforts to improve City processes, manage major initiatives and foster a culture of innovation within the City organization.

Mr. De La Cruz is responsible for executing the annual work plan of projects for the Office of Innovation that is approved by the Executive Leadership Team, the performance management process and San Antonio's Smart City program. Prior to becoming the Chief Innovation Officer, Mr. De La Cruz worked as an innovation manager and senior performance & management specialist where he led various projects across multiple City departments.

Mr. De La Cruz came to the City of San Antonio in November 2012 from the San Antonio Water System (SAWS), where he served as the quality & training manager for the Customer Service Department. In this role, Mr. De La Cruz oversaw the department's annual strategic planning process, performance management system and managed the department's training programs. Mr. De La Cruz oversaw a team that was responsible for process analysis, performance management, training and quality assurance. Prior to this position, Mr. De La Cruz also held various management and supervisory positions in the call center and billing divisions.

Education & Training

- Master of Public Administration, University of Texas at San Antonio
- Bachelor of Arts in History, University of Texas at San Antonio
- Project Management Professional (PMP) Certification, Project Management Institute

Professional Membership & Community Involvement

- Project Management Institute
- Animal Care Services Advisory Board, District 4 Representative, 2011-2012
- Alexander Briseno Leadership Development Program, 2009
- Westside YMCA of San Antonio, Board of Directors, 2008

Personal

Mr. De La Cruz is a native of San Antonio, Texas. He and his wife are the proud parents of two daughters.