RUBEN REZA

(818) 523-3628 • rrezadev@gmail.com

_____

Seasoned IT management professional with a firm background in application support, end-user support and project management. Seeking to obtain an IT management position to utilize my talents and experience.

_____

PROFESSIONAL EXPERIENCE

CHILD & FAMILY CENTER, Valencia CA, 2017 - 2019
IT MANAGER
Oversaw the daily operations of the IT team supporting over 150 staff for three sites of a non-profit mental health services provider funded by the Department of Mental Health.

- Oversaw the daily support activities of the HelpDesk via the Numara Track-It ticketing system.
- Managed technical projects such as migration to the cloud-based Office 365 and SharePoint platforms.
- Developed internal SharePoint sites, calendars, staff directory and document centralization.
- Completed roll-out of new organization external facing website. Also maintained the site with various organization updates.
- Developed confidentiality identification verification processes in Adobe Sign for transportation of clients.
- Implemented the roll-out of an alert system comprised of PA speakers and strobe lights for escalated client issues.
- Partnered with local schools, city departments such as building and safety, sheriff and fire departments on various events and projects.

TALLADIUM, INC, Valencia CA, 2015 - 2017
SYSTEMS ADMINISTRATIONS MANAGER
Managed the technical and operational infrastructure for 50 staff of an international privately owned manufacturer, seller and distributor of various dental materials and supplies.

- Provided HelpDesk support to staff with items such access, computers, peripherals and telecom.
- Implemented Labtrac mainframe system for robust receiving, tracking and fulfillment of dental lab cases.
- Developed and implemented a Seagull BarTender front-end / back-end automated solution for all product labels resulting in immediate label creation turnaround and a dramatic decrease in server disk space.
- Developed internal SharePoint site centralizing company documentation and media. Also implemented new product proposal review workflows.
- Headed FDA project to identify and classify all company Class II medical devices. Also worked with international business partners to comply with newly implemented U.S. regulations for importing Class II medical device products.
- Managed the Magento eCommerce site maintaining all related product information.

COUNTRYWIDE HOME LOANS / BANK OF AMERICA, Simi Valley CA, 1990 - 2015
TEAM MANAGER – SYSTEMS ENGINEERING, 2010 to 2015
Managed a Tier II support team located in the United States and India responsible for 20 applications used by over 3,000 staff of a multinational investment bank and financial services company.

- Responsible for the daily support of the mortgage loan document imaging platform – applications and servers.
- Oversaw team incident and problem tickets in the Maximo system ensure to SLAs were successfully met.
- Presided over production incident triage conference calls with all impacted stakeholders assessing impact, urgency and priority to resolution.
- Managed the on-boarding and off-boarding of supported applications.

BUSINESS RELATIONSHIP MANAGER, 2008 to 2010
Managed an application support team responsible for several internal and external applications used by the mortgage loan originations staff of a multinational investment bank and financial services company.

- Maintained relationships with external application vendors to ensure internal client application needs were met.
- Provided support for AS400 iSeries applications, various desktop and web-based applications.
- Developed SharePoint site for centralization of knowledge base articles and related team information.

PROJECT MANAGER, 2005 to 2008
Managed a team of systems analysts responsible for customer data analysis and integrity on all system generated correspondence for the largest single mortgage lender and servicer.

- Oversaw large scale / high exposure projects such as data integrity on 1.5 million mortgage year-end statements via utilization of AS400 iSeries, SQL and Access.
- Led projects related to the generation of all mortgage loan correspondence via in-house high speed printers and internal web-based applications.
- Frequent travel to out-of-state print vendor for user acceptance testing activities.

PROGRAM MANAGER, 2001 to 2005
Managed a team of program analysts responsible for developing correspondence related applications for the largest single mortgage lender and servicer.

- Development of internal web-based applications for correspondence review/approval by management, legal and marketing.
- Development of B2B application centralizing and streamlining document generation requirements to external print vendor.
- Daily support of applications via Outlook and phone support.

PROGRAM ANALYST, 1998 to 2001
Liaison between the portfolio communications department and IT for the largest single mortgage lender and servicer.
- Responsible for gathering and documenting application development requirements to IT.
- Key business representative to IT in the development of a centralized web-based document generation application.
- Developed test scripts and performed UAT function to ensure applications working as expected.

INSURANCE, TAX & FORECLOSURE SERVICING SPECIALIST, 1990 - 1998
Provided servicing of customer accounts for the largest single mortgage lender and servicer.
- Ensured all homeowners insurance related information was updated on the AS400 servicing system.
- Worked with taxing authorities in CA, AZ and NV to ensure customer property tax information was current and accurate.
- Managed a portfolio of accounts in the home foreclosure process. Worked with trustees and loan workout departments in all phases of the foreclosure process.

_____

SKILLS AND PROFICIENCIES

- **MANAGEMENT:** Problem solving/decision making, delegation, effective communication, presentation
- **PROJECT MANAGEMENT:** PMI, Agile, MS Project
- **DEVELOPMENT:** C#, ASP.NET, SQL, Visual Studio, SQL Management Studio, ADO.NET, LINQ, HTML5, Bootstrap, CSS3, SharePoint, Full Stack Development
- **RESEARCH / ANALYSIS:** Strong analytical and problem-solving skills
- **QUALITY MANAGEMENT:** HP Quality Center
- **REPORT MANAGEMENT:** Microsoft SQL Server Management Studio, AS400 iSeries
- **APPLICATIONS:** Office 365, Microsoft Outlook, Word, Excel, PowerPoint, Visio, Access
- **OPERATING SYSTEMS:** Windows, Mac OSX
- **SERVICE DELIVERY:** ITIL Foundation
- **COLLABORATION:** Skype, LogMeIn, TeamViewer, SharePoint
- **INCIDENT MANAGEMENT:** Remedy, Maximo, Numara Track-It, RunBooks, HP Sitescope, Splunk
- **CHANGE / RELEASE MANAGEMENT:** HP Quality Center Enterprise, HP Lifecycle Management, UAT, test scripts
- **NETWORK ADMINISTRATION:** Active Directory, Azure, Remote Desktop Connection, monitoring, mobile device management
- **LABEL / BARCODE TECHNOLOGY:** Seagull Scientific BarTender Suite, HIBCC standard
- **COMPLIANCE / REGULATORY:** FDA, UDI, HIPAA
- **eCOMMERCE:** Magento, odoo
- **GRAPHIC DESIGN:** Photoshop, Illustrator
- **VIDEO PRODUCTION:** Final Cut Pro, Photoshop Elements
- **AUDIO PRODUCTION:** Logic, Ableton, Audacity
- **COMPUTER AIDED DRAFTING:** AutoCAD

_____

EDUCATION & PROFESSIONAL DEVELOPMENT

Integrated Digital Technologies	Application Development
Pasadena City College	Music Composition
ITIL Foundation / Service Delivery	Cybrary IT
Technical Project Management	Cybrary IT
End User Physical Security	Cybrary IT