

# FIRST LAST

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## IT Associate Director / IT Product Manager

Technology leader with over 14 years of experience transforming IT services, advancing digital experience and developing software solutions. Experience working with early stage start-ups, developing products and incorporating customer insights. Recognized for developing strong relationships with customers ensuring improved strategy development, user friendly applications and significantly improved customer satisfaction. Over 7 year's leadership experience. Areas of excellence include:

- Product Development
- Functional Requirements
- Self-Service Frameworks
- IT / Product Strategy & Vision
- Product Policy & Documentation
- Automation & Self-Service Tools
- Roadmaps & Metrics
- Start-Up Experience
- Customer Requirements

## PROFESSIONAL EXPERIENCE

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**Arizona State University**— Tempe, AZ

Nov 2017—Present

**IT Associate Director – Office of Information Technology**

Manage IT strategy, products and services for the Athletics division of 500 employees, 300 athletes and five live-event venues with a \$25M operating budget. Manage 3 staff members and outsourced services.

- Leading the strategy and roadmap to incorporate AWS serverless application and automated deployment models.
- Transformed an IT department with a “not meeting expectations” rating to an “exceeding expectations” by focusing on customer needs, gathering data, and significantly reducing issues.
- Reduced incidents by 75% by documenting, analyzing, prioritizing issues while identifying root cause and applying long term fixes.
- Re-organized the IT division and reduced IT expense for Athletics by introducing automation, reducing security risks, and adopting cloud technology. Even with reduced on-site staff overall customer satisfaction significantly improved. Reduced staff from 11 to 3 highly trusted IT partners.
- Recognized with an “Innovation Award”, from the CIO, for designing and developing a “Zero Touch” iPhone procurement application automating a 27 step process using VMware AirWatch.
- Reduced application feature delivery time from months to a 2-week cycle by adopting agile practices. Prioritized new features based on voice of the customer and customer insights.
- Drove adoption of Office 365 and AWS cloud technology. Utilize VMware on 10 virtualized servers for Athletics. Overall UCI runs about 1,000 servers on VMware infrastructure.
- Developed a new finance application for budget and procurement including the vision, strategy and roadmap. Developed the application including the policies and procedures for international rollout. Spend is finally controlled, approval now takes minutes instead of weeks, all users are happy.

**University of Arizona** – Tucson, AZ

Mar 2011—Nov 2017

**Associate Director IT – Academic Affairs International (2 years)**

Led the Academic Affairs International services including IT, digital products, marketing, programs and admissions. Led a team of 15 including a staff of 10 IT professionals. Managed a \$1M budget.

- Envisioned, designed and built an application to automate the student application process, including a payment gateway function. Interviewed students and staff to incorporate all needed functions.
- Recognized for building strong relationships with internal and external customers, IT, and school leaders enabling thorough requirement gathering, functional clarity, product strategies and roadmaps that were easily approved.
- Led the digital strategy and transformation to digital products increasing qualified lead generation 500% internationally.
- Reduced time to build and publish reports by 75% and reduced manual processing of system access by 90% with automated account provisions using PowerShell scripting and SSRS reporting platform.
- Automated the processing of payment collections reducing effort from days to 1-2 hours.
- Prototyped a student success prediction tool, using MS Azure AI, to identify high risk students for failing, enabling advisors to intervene early reducing risk of student dismissal.

**University of Arizona – Tucson, AZ**

**IT Manager - Academic Affairs International (2 years)**

Managed IT services, software development and merger of four IT departments for the university. Managed a team of 7 IT staff supporting over 2,000 employees and students.

- Built an IT roadmap to consolidate redundant technologies and align with business goals. Reduced contract services by 50% and migrated infrastructure to VMware enterprise private cloud reducing operating expense by 40%.
- Consolidated and standardized DevOps standards, frameworks and tools to introduce and enable agile development and continuous delivery of applications.
- Established ITIL based service delivery and customer service decreasing incidents by 70%.
- Automated identity and access management processes reducing manual processing by 90%.
- Led the migration of student and financial operations to Oracle ERP.

**IT Business Systems Analyst & Data Warehouse Analyst (2 years)**

**Technical Support Specialist (2 years)**

**Olabide Charter School – Mexico City, Mexico**

Sep 2007—Sep 2010

**Infrastructure Engineer**

Ensure networks, servers, and all end user devices were properly provisioned, imaged and deployed.

**Abartia Solutions – Monterey, Mexico**

Sep 2006—Sep 2007

**Application Developer – ERP and e-commerce solutions**

Part of a team that designed and developed a new ERP system including product customization, used in supply chain. Developed and customized e-commerce applications for Cellular providers.

**EDUCATION**

Master of Science – Computer Engineering

Monterey University, Monterey, Mexico

Bachelor of Science – Information Systems

Monterey University, Monterey, Mexico

**CERTIFICATIONS**

Project Management Program (PMP) Certification

PMI, 2017

IT Infrastructure Library (ITIL) Certification

Axelos, 2013

IT Leadership Program

UCI School of Business 2019

Management Development Program

NAFSA, San Diego, CA 2016