**IT Project Manager - Information Management Officer**

ERIC **DO REGO**

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## : ericdorego  : English Advanced /Fluent

## PROFILE

Knowledgeable IT leader and strategic planner with extensive experience aligning technical resources with organizational goals to produce outstanding results. Advanced expertise is elevating the performance of technological infrastructures, software, and security through skilled oversight of advanced systems, networks, and equipment. Talent for managing stakeholder relationships, evaluating and addressing end-user and organizational needs; and recruiting, training, and supervising elite cross-functional teams.

**COMPETENCES**

Information Management • IT Project Management • Virtualisation Systems • System Security • Capacity Building • Disaster Recovery • Risk Assessment & Mitigation • Vendor Selection & Management • Helpdesk Management • Equipment Acquisition • Strategic Planning • Contract Negotiations • Business & IT Planning • Client Relations • High-Impact Presentations • Stakeholder Management Database Planning & Design • Novell Ware Environment • ICT Design & Implementation ICT Support • ICDL Training & Testing • Systems Monitoring & Reporting • Emerging Technology Systems Engineering • IT Migrations, Upgrades, & Integrations • Team Training & Leadership

**EXPERIENCE**

**30 Sept. 2016 – 30 Sept 2018**

**IT Project Manager – Information Management Officer,** United Nations, Port Au Prince, Haïti

* Provided Information Management services to "United Nations Mission for Stabilization in Haiti -MINUSTAH" on the emergency response of Hurricane Matthew 2016 and preparedness efforts for Post response.
* Worked for Media Monitoring, Information Management and Geo-Tagging of tweets & images tasks of Standby Task Force.
* Developed and successfully implemented Information Management Frameworks covering needs of various UN Agencies, Clusters, Disaster Response and Geographical Regions regarding data collection, storage, retrieval, processing, analysis, and dissemination.
* Prepared analysis on critical issues for humanitarian decision makers within United Nations System and Government of Haiti which includes but not limited to funding analysis, gauging disaster response and gaps, humanitarian actors presence mapping, etc.
* Conducted sessions on "Information Management in Humanitarian Emergencies" topic for Government Officials working closely with OCHA Haiti.
* Organized technical training for UN Information Management Officers on various Data and GIS topics.
* Developed many Information Management products using Excel, Drupal Web Applications, MYSQL & PHP, Open Data Kit Collect Mobile Framework, ArcGIS, Google Fusion Tables, and visualization in Tableau, etc.
* Provided coordination of all remote and deployed IM and GIS support in the field. Highlight gaps and work closely with the HDX team in NY, MINUSTAH and National Disaster Coordination Cell in Water, Sanitation & Emergency Health Unit, Global Surge Tools desks.
* Facilitated collection, collation, analysis, and dissemination of relevant multi-sectorial data and information, leading to an evidence-based decision as well as accurate reporting on the response. Close working with IT on these activities.
* Developed and maintain relationships with other information points and key stakeholders to facilitate information exchange.
* Supported Movement coordination with inter-agency coordination efforts across sectors.
* Identified data/analysis/information needs as well as their required data collection approaches and processing systems to support decision-making.
* Trained operation staff in the use of new procedures and systems.
* Designed and maintained a database.
* Assisted the Disaster National response coordination in cleaning datasets such as admin boundary for Haiti and the Health infrastructures databases. All COD have been transferred from Humanitarian Response to HDX. The IPC Cluster can track who is doing what online.
* Initiated Clusters member how to user Kobo collect.

**02 Dec. 2013 – 30. Sept. 2016**

**IT Project Manager – Chief of IT Development Unit,** United Nations, Port Au Prince, Haïti

* Oversaw all IT systems and projects supporting National Haitian Police.
* Led large-scale IT projects; coordinated technical and logistic aspects of major organizational initiatives;
* Oversaw deadlines, cost control, performance management, and preparation.
* Conducted risk assessments; managed aggregate data to lead IT strategy.
* Managed large-scale recruitment, interviewing, and coaching of Haitian police officers.
* Delivered law enforcement support to Haitian Electoral Unit.
* Developed and delivered computerization plan for implementation nationwide, significantly modernising technical capabilities of national police force.
* Evaluated systems and services based on in-depth understanding of police force needs regarding technology;
* Led capacity development.

**20. Aug. 2010 – 31. Dec. 2012**

**IT Manager,** United Nations, Muyinga, Burundi

* Ensured optimal functionality of IT systems, complex databases, and projects at 2 offices.
* Maintained secure communication and data exchange between offices; evaluated and mitigated risk;
* Coached and trained cross-functional team; established and maintained technical standards and safeguards;
* Administered databases; delivered reports; evaluated, analyzed, consolidated, and managed data;
* Coordinated registration and verification task forces as Chief of Transit Centre during large-scale repatriation of 35,000 Burundian refugees;
* Introduced unit work plans and registration profile policies for database management; pre- defined staff functions and provided budget guidelines;
* Established refugee camp's 1st training centre; promoted ICT training among refugees.

**07 Jan. 2008-13 Aug. 2010**

**IT Project Manager - Technical Centre Chief (Consultant),** Omnium Des Télécommunications et de L’internet, Cotonou, Benin

* Managed technical center operations and staff; coordinated technical projects from set-up to integration, including enterprise content management, virtualization, groupware, and CRM applications.
* Developed personalized solutions; offered technical guidance and recommendations.
* Managed and audited performance, usage, and maintenance of policies and procedures;
* Ensured the security of networked and stand-alone servers and PCs.
* Launched VMWare infrastructure, Alfresco, GroupWare, EggCRM, and virtualization system.

**03 Jul. 2006-31 dec. 2007**

**IT Manager (Consultant),** Prestation Multi Services, Cotonou, Benin

* Managed IT department operations, staff recruitment and training, department budget, and IT policies and procedures.
* Managed data recovery, integrity, backup, and disaster prevention. Managed user rights assignments, account creation, and system security.
* Oversaw helpdesk support; determined service needs and selected suppliers.
* Constructed and introduced standard hardware builds and systems for desktops, laptops, and servers, ensuring the consistently high quality of operations.
* Assessed technical and training needs of end users and developed comprehensive training programs to improve IT competency organization-wide.
* Reorganised department structure and led large-scale upgrades of all software and hardware, improving costs, performance, and team motivation

**15. Nov. 2004 – 30. June. 2006**

**IT Support Officer,** United Nations, Kinshasa, DR Congo

* Supported expansion of technology infrastructure through skilled analysis, management, and enhancement of communication technology and capacity.
* Assessed organizational needs and presented proposals for inclusion in future releases. Analyzed service needs; selected suppliers and managed supplier performance.
* Assessed training needs and identified appropriate training solutions.
* Continually assessed and ensured optimal performance, policy and procedure management, usage, and IT maintenance.
* IT help desk and ensured optimal hardware and software performance.
* Successfully manage end-user's needs in IT field (equipment, help desk) with the full satisfactory of the division's staff.
* Managed equipment installation; trained end users; and supported data communications on local area networks.
* Conducted periodic testing of equipment and reported on condition. Upgraded hardware and software; verified inventory reports.
* Designed and installed network cabling on-budget and on-time; managed networks and ensured
* high levels of end user satisfaction.
* Measurably improved network security; coordinated new domain installation

**NOTE:** Additional professional experience includes Computer Scientist for the Ministry of Coordination, Planning, Foresight, and Development of Benin. Details upon request.

# EDUCATION

2006-2010

**BSc in IT Management,** Ecole Supérieure Esae Benin, Cotonou, Benin

Specialized computer sciences

2000-2003

**Diploma in e-technology**, Nust Institute of Information Technology, Accra, Ghana

Specialized computer sciences

# ADDITIONAL CERTIFICATION

2017

**PRINCE2 2017 Certificate in Project Management,** AXELOS Global Best Practice, London, United Kingdom

2014

**ICDL Certified Computer Trainer of trainer,** ECDL Switzerland AG, BASEL, Switzerland