

ALFRED ALONSO

Resume

CONTACT

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Objective

Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

Skills & Abilities

Bilingual (English/Spanish)
Team Building
Crisis Management
Business Transformation
Vendor Management
Business Continuity
Leadership
Governance

Experience

VIO Homes LLC

President
September 2013 to Present
Property investment and rentals.

Prestige Cruise Holdings (Oceania Cruises / Regent Seven Seas Cruises)

Vice President IT Operations (includes
Infrastructure)
April 2003 to September 2013

- Participate in strategic and operational governance processes of the business organization as a member of the senior management team.
- Lead IT strategic and operational planning to achieve business goals by fostering innovation, prioritizing IT initiatives, and coordinating the evaluation, deployment, and management of current and future IT systems across the organization.
- Establish IT departmental goals, objectives, and operating procedures.
- Establish lines of control for current and proposed information systems.
- Ensure IT system operation adheres to applicable laws and regulations.
- Direct development and execution of an enterprise-wide disaster recovery and business continuity plan.
- Monitor and analyze trends in contractual agreements in order to make recommendations for the future, and to identify areas for possible savings.
- Develop and oversee strategic relationships between internal resources and external entities, including vendors, and partner organizations
- Acquisition & Deployment
- Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development.
- Develop, track, and control the information technology annual operating and capital budgets.
- Supervise recruitment, development, retention, and organization of all IT staff in accordance with corporate budgetary objectives and personnel policies.
- Develop, implement, maintain, and oversee enforcement of policies, procedures and associated plans for system security administration and user system access based on industry-standard best practices.
- Design and implement disaster recovery plan for operating systems, databases, networks, servers, and software applications.

Operational Management

- Act as an advocate for the organization's IT vision via regular written and in-person communications with the organization's executives, department heads, and end users.
- Assess and communicate risks associated with IT investments.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Developed SOX (Sarbanes-Oxley) and PCI program while establishing related financial controls.
- Coordinate and facilitate consultation with stakeholders to define business and systems requirements for new technology implementations.
- Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance.
- Define, develop and communicate policies, procedures, and plans to executive team, staff, partners, customers, and stakeholders regarding technology- and industry-specific laws.

Technical Achievements

- High Availability and Business Continuity using VMware, MS Exchange, Citrix, EMC Storage Solutions, SQL Services
- Multiple Off-Site Data Centers with Data Redundancy & Replication
- Implementation of Cisco Telecom System between multiple corporate offices and call centers
- Development of SOX (Sarbanes-Oxley), PCI Compliance Programs

VioComm Technologies Inc.

President

March 1999 to May 2004

- Launched IT consulting company to analyze business requirements and design new infrastructure, telecom, web design, security and applications.

- Collaborating with External Partners, Vendors and Company Project Teams (including business users, managers and developers).
- Provide Business Continuity Management solutions.
- Work closely with clients to identify and analyze core business processes and workflows.
- Coordinate and implement technical upgrades, improvements, by leading global rollout project.
- Implemented and improved network administration (including backup, security management, user account management, e-mail systems including e-mail web server, internet access, office systems and applications support).
- Supported server, network and desktop hardware, software and applications.
- Managed projects according to agreed upon budgets and schedules.
- Website Development.
- Telecom Implementation.

Antillean Marine Shipping Corp.

Systems Administrator

May 1990 to February 1999

- Provided network administration (including backup, security management, user account management, e-mail systems including e-mail web server, internet access, office systems and applications support).
- Supported server, network and desktop hardware, software and applications.
- Performed technology needs analysis.
- Rolled out hardware and software to ensure optimal deployment of resources.
- Planned, implemented, and supported the network and computing infrastructure plan.
- Managed projects according to agreed upon budgets and schedules.
- Assisted with technology planning through ongoing research.
- Equipment Control
- Website Development
- Telecom Management

Education

Miami Dade Community College

University Of Miami
