

# HUGO H. ALVAREZ

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## SUMMARY

Results-oriented operations and technology executive with digital transformation, process management, and IT experience implementing outstanding solutions while directing large-scale organizational information systems; designs, integrates, and manages activities exceptionally well, applying resources in smart and innovative ways. Experienced in the effective leadership of multimillion-dollar budgets and successfully aligning results with business strategy to effectively deliver services to business clients. Excellent multilingual communicator, Spanish-English, has built world-class business and technology teams, cultivated solid industry relationships and translated complex concepts into easily understood solutions.

## AREAS OF EXPERTISE

Innovation ♦ Strategic Planning ♦ Methodologies ♦ Process Improvement ♦ Service Delivery ♦ Project Management  
Client & Vendor Relations ♦ Change management ♦ Cost Containment ♦ Procurement ♦ Needs & Risk Assessment  
IT Implementation ♦ Staff Development & Coaching ♦ Operations Technologies ♦ Policy & Procedure Development

## PROFESSIONAL HISTORY

### The CMA Group, LLC.

2016 - Present

#### Chief Digital Officer

- ♦ Digital Transformation leader, transforming technology, process and project delivery by integrating technology units, coaching, inspiring and creating effective alignment with business strategy.
- ♦ Integrating actionable business intelligence to support and guide executive decisions

### Eduk Group, Inc.

2015 - 2016

#### Chief Information Officer

- ♦ Developed strategic partnerships with corporate leadership and key stakeholders at each business unit to identify, develop and implement effective solutions aligned with business goals and objectives.
- ♦ Created and directed cyber security strategy to strengthen resilience and enhance event resolution.
- ♦ Initiated integrated use of cloud services, creating key vendor partnerships and detailed migration strategies to increase flexibility, reduce costs and enhance reliability.
- ♦ Coached and mentored team members from five formerly separate units to create high levels of mutual trust and commitment to the strategic business vision.
- ♦ Created Business Intelligence unit for this group and the analytics architecture to provide insight at the strategic and tactical level to stakeholders with actionable results to drive enhanced business outcomes.
- ♦ Enhanced corporate systems and increased utilization via process redesign and change management.

### Nova Southeastern University

2011 - 2014

#### Chief Technology Officer

- ♦ Worked closely with Executive Management in the development and implementation of strategic plans for overall and unit-specific growth, including process and technology roadmaps.
- ♦ Led migration to the cloud of key applications and services, providing a highly expandable, flexible and reliable environment for our customers and staff.
- ♦ Created Process Innovation analysis team to work in partnership with key stakeholders, utilizing six sigma techniques to analyze processes, develop and implement process enhancements for key leading commercial systems.

- ◆ Deployed Human Capital Management (HCM) system with redesigned processes to provide better services to staff.
- ◆ Consolidated, coached and mentored the technical teams from twelve separate units into a flexible, enterprise level group, with standardized roles and outstanding customer focused skills.
- ◆ Enhanced application development processes, coaching development teams into agile development, while introducing enhanced project management methodologies to manage risk and increase process reliability.
- ◆ Stabilized, updated and enhanced processes in our core platforms, including ERP, CRM and HCM systems, to provide innovative, easy to use systems to our stakeholders and customers.

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### **Kaplan University – Fort Lauderdale**

**2008- 2010**

#### **Executive Director**

- ◆ Created strong partnerships with key stakeholders at our largest business units, consistently delivering on agreed strategy to reengineer processes and deploy enterprise solutions to these units.
- ◆ Developed high performance teams, at several USA sites and in India, by providing a cohesive vision for the team, standardized methodologies and coaching, mentoring and hiring key team members, turning the unit into a trusted, reliable group that consistently delivered on its commitments to business goals and objectives.
- ◆ Partnered with key decision makers to create flexible roadmaps, delivering incremental functionality at predetermined intervals, through existing and strategically selected platforms that cover the complete spectrum of customer and staff requirements.
- ◆ Introduced enhanced project management techniques to accelerate creation of solutions, closely coordinated with each business unit, resulting in stronger, better aligned outcomes to meet the expectations of our customers.

### **BankAtlantic – Fort Lauderdale, FL**

**2007– 2008**

#### **Chief Information Officer**

- ◆ Led the development, integration and deployment of insightful solutions aligned with business strategy and goals by closely partnering with key executives and creating project focused high performance teams.
- ◆ Created integrated approach to new markets via electronic delivery, call center strategy, and web presence serving customers at over 120 retail locations throughout Florida.
- ◆ Developed customer profitability solutions to gain detailed insight into profitable customer segments and support a sales and service strategy drive by profitability, not just volume.

### **Met Traders, Inc. - Miami, FL**

**2003-2006**

#### **Chief Operating and Technology Officer**

- ◆ Developed and implemented business process and information technology strategy to provide both timely and accurate information to the sales force, clients, and executives.
- ◆ Deployed new processes and infrastructure at home office and remote sites to provide a robust and reliable system.
- ◆ Led Finance, Technology, and Operations as this company migrated to a new line of business.
- ◆ Directed outsourced operations in multiple countries while ensuring that cost efficient processes were cohesively managed for delivering services as one integrated global enterprise and lowering operating costs by over 40%.
- ◆ Tripled sales to over \$5MM a year by selecting, supervising, coaching and motivating six key sales professionals.

### **Marsh, Inc. – New York & Miami, FL**

**2000-2003**

#### **Senior Vice President – CIO for Latin America**

- ◆ Directed the integration of eight separate technology organizations from acquired companies, into an interdependent regional group of 110 professionals, supporting a doubling of revenues with level expenses, without increasing

headcount, while enhancing the ability to provide business leaders with timely, accurate, and cost effective solutions.

- ◆ Implemented project based business case methodology to align technology resources with business goals, strategy and priorities for maximum profitability of each initiative.
- ◆ Led the process design and development of on-line prospecting tools and customer portals to enhance sales efforts and provide managers with timely information, and the ability to respond quickly to customized requests.

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### **American International Group**

**1997-2000**

#### **Managing Director**

- ♦ Developed and implemented strategic sourcing plans for all key technology vendors at the corporate level, saving in excess of \$20 million over a two year period and substantially reducing unit cost for additional purchases.
- ♦ Led the architecture, strategy and creation of this company's first large call center in Japan, integrating three separate business units into one flexible, shared infrastructure to open a new \$20 million line of business.

### **JP Morgan Chase**

**1991-1997**

#### **Vice President**

- ♦ Worked collaboratively with executive management to identify goals, clarify strategy and prioritize initiatives.
- ♦ Led the integration and vendor negotiations of the telecom networks and call centers through two large corporate mergers, reducing costs by 37% and increasing service levels via strategic relationships with key vendors, achieving annual savings of over \$30 million.
- ♦ Created process improvement initiatives to comprehensively analyze, reengineer and rationalize telecommunications related expenses, identifying and implementing opportunities with annual cost reductions of over \$4 million.

### **EDUCATION**

**M.B.A. Finance-International Business**

New York University, Leonard N. Stern School of Business

**M.S. Computer Science**

Fairleigh Dickinson University, Teaneck, NJ

**B.E. Electrical Engineering**

The City College of New York, NY

**Implementing Strategy Seminar**

The Wharton School

**Executive Negotiation Workshop**

The Wharton School

### **CERTIFICATIONS**

**PMP Certification from the Project Management Institute (PMI)**

**Certified Scrum Master**

**Six Sigma Green Belt**

### **AWARDS**

**2008 CIO of the year award, South Florida Business Journal**

**2013 Computerworld's 100 best places to work in IT**

### **BOARD MEMBERSHIPS**

**Chairman, South Florida Digital Alliance Board of Directors, Miami, FL**

**2013-2015**

**Member, South Florida Digital Alliance Board of Directors, Miami, FL**

**2011-2018**