

PROFESSIONAL SUMMARY

Vision-driven change agent with career-long record of strategic IT planning, business collaboration, and service delivery success for leading organizations

Proven talent for aligning IT strategy and objectives with established operations and leadership management paradigms to achieve maximum impacts with minimum resource expenditures. Growth-focused thought leader with expertise spanning technical solutions to enterprise systems, business process improvement, disaster recovery, managing multiple concurrent projects, meeting deadlines, filling gap between business and technology, breaking down silos, staff retention, and delivering efficiency building a responsive IT operation that enhanced customer/user experience. Adept at creating operational policies, procedures, standards, guidelines, and best practices to direct all facets of project life cycle, while optimizing operational efficiencies. Proven track record of leveraging existing and emerging technologies, uncovering opportunities to implement state-of-the art information technology solutions to meet business needs.

CORE COMPETENCIES

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| • Technology Operations/Infrastructure | • Project Prioritization | • Data Visualization/Governance |
| • Project Management | • Systems Integration | • Business Analysis |
| • Process Reengineering | • Problem-Solving | • IT Compliance |
| • Software Development Life Cycle | • Team Management | • Budget Management |
| • Customer Service | • Data Center | • Vendor Negotiation |

CAREER HIGHLIGHTS AND KEY ACHIEVEMENTS

- Directed in-house mobile app (BizPass) development increasing student participation by 80 percent engaging them into academics, professional, and social activities that support their success, retention, and job placement.
- Collaborated with business units and teams to research, evaluate, implement, maintain and enhance applications and operations support for Customer Relationship Management (lead generation, event registrations, case management, email campaigns, systems/services integration, online payments).
- Partnered with business leadership to develop consistent reporting on emerging business by designing BI Dashboards (Oracle BI/Data Visualization, Tableau, Crystal Reports) for college-wide planning and forecasting process, including projections for graduate enrollment and budget revenue vs. actual revenue per graduate program and cohort to meet the needs of new leadership and operating model.
- Built top-notch IT teams, streamlined technology purchasing support practices and procedures for efficiency, and standardized equipment achieving a fast turnaround, proper asset management, and financial benefit through economies of scale resulting in a \$200K in annual savings.

PROFESSIONAL EXPERIENCE

CONFIDENTIAL – HEALTHCARE, MIAMI FL

IT CONSULTANT, 07/2018 TO PRESENT

- Responsible for the management, strategy and execution of IT infrastructure for the organization.
- Select and implement suitable technology to streamline all internal operations and help optimize the organization strategic benefits and ROI, working closely with management, external vendors and advisors.
- Implement business processes workflows to facilitate business visibility for decision making and stakeholder adoption of insights-driven operation continuous process improvements and innovations.
- Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization in alignment with organizational goals.
- Monitor trends and advancements in technology to discover ways the organization can gain competitive advantage.
- Lead data management, ETL processes, analysis, and data visualization for internal and external reporting.
- Design sales and revenue management reporting solution by provider, including revenue breakdowns and expenses operating statements.
- Guide in-house document management system roll-out to generate policy agreements (e-forms/pdf files) for the e-health back-end administration and memberships self-service portal.

FLORIDA INTERNATIONAL UNIVERSITY – COLLEGE OF BUSINESS, MIAMI FL, 8/2002 TO 6/2018

IT DIRECTOR, 11/2015 TO 7/2018

- Guided all Information Technology functions including, end-user support, software development, database management, data analytics, reporting services, ERP systems, CRM, AV/computer labs, live streaming/video on-demand, system/network administration, and security.
- Delivered strategic leadership and management of IT operations implementing new systems and policies to meet College's objectives ensuring that IT systems and people functioned in budget, time, and specifications.
- Focused on high-priority projects implementing Project Management best practices and developing SOPs to manage project requests and deliverables with tight deadlines.
- Supervised information security including, third-party oversight, security tools, virtual environments, data loss prevention, user provisioning, access monitoring, and secure coding best frameworks.
- Oversaw datacenter operation such as hardware maintenance, racks, enclosures, AC, fires suppression system, UPS, data storage devices, OS maintenance, security updates, anti-virus updates, and software patches.
- Led computer labs, software installations, live streaming, on-demand recording, and post production.
- Superintended operations of ERP, Content Management, Customer Relationship Management, and Document Management systems to support and carry-out business processes and operations.
- Steered technology design, development, deployment, hardware and software platforms, systems administration, customized applications, and web or multimedia technologies for College.
- Delivered financial objectives by forecasting business needs, preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective action.
- Produced, coordinated and submitted technological proposals by developing business plans, objectives, implementation process and timeline, statement of purpose, strategic alignment, benefits, resources, and personnel working collaboratively with cross functional teams.
- Headed software and database development teams to build next generation of Academics, Financial, Human Resources, e-commerce and mobile applications that support the business operation while implementing continuous improvement initiatives and enhancement of deployed systems.
- Assessed and reviewed existing credit card payment systems and overall compliance environment related to PCI DSS, GDPR and other IT compliance frameworks to ensure continuous adherence to laws, rules and regulations.

IT ASSOCIATE DIRECTOR, 6/2007 TO 11/2015

- Coordinated, planned, and designed operational activities of College's IT application systems, as well as provided direction and support for IT solutions that enhanced mission-critical business operations.
- Reviewed IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Provided business continuity and disaster recovery to include documented recovery plans, infrastructure redundancy, data backup processes, offsite backup storage, data retention compliance, failover testing, incident response capability, and periodic recovery exercises.
- Managed IT staffing and personnel, including recruitment, scheduling, and performance evaluation.
- Modernized and consolidated database repository environments into MSSQL 2014 in high availability mode and implemented redundant and failover environments with load balancing and disaster recover solutions with 24/7 monitoring/alerting with notifications for critical services.
- Led business analytic team to automate, define, implement and support new Radius (CRM), platform functionalities and program offerings, providing effective communication with customers and increasing lead conversion rates.
- Crafted marketing and recruitment support applications along with standard operating procedures to increase productivity, revenue, sales accountability, and performance.
- Ran administration and support of OnBase and Perceptive Content/ImageNow, Document Management Systems.
- Partnered with decision makers to evaluate outcomes, identify problems/challenges, appraise trends and anticipate requirements to recommend, develop, and implement cost-effective solutions regarding IT undertakings; ensured efficiency, optimization, and maximization of in-house and adopted/outsourced technologies.
- Administered operation of ERP systems, Human Resources, Scheduling and Planning, Financials, Contracts, e-commerce, and Asset Management systems improving business processes and operations.

IT ASSISTANT DIRECTOR, 12/2005 TO 6/2007

- Led departmental ERP operations for system application and software development team responsible for development, implementation, and maintenance of software applications and upgrades.

- Offered strategic leadership and direction for in-house system implementations and adoptions recommending resource allocations to support and increase efficiency of operations.
- Aided Director in fiscal budgetary allocations; represented department to internal/external groups.
- Implemented ad-hoc reports and data analysis to produce statistical reports in Crystal Reports, PeopleSoft and SQL for management to decide critical business decisions to improve the efficiency and effectiveness of operations.
- Enhanced database performance, capacity, replication, and other distributed data issues.
- Facilitated online payment collection by implementing e-commerce system and reconciliation process for College bringing revenues and donations contributing over \$1.3M annually.
- Orchestrated all phases of enterprise integration, process improvement, and application availability initiatives such as MSSQL 2005 Server Failover Cluster in Windows Server 2005, NLB, and replication with recovery options.
- Coached development teams on Software Development Life Cycle, (SDLC) and Requirements Analysis Document best practices ensuring deployment of applications that provided intuitive and secure experiences for users.
- Devised solutions with continuous improvement to systems, workflows, and customer responsiveness.

TEAM LEAD | BUSINESS ANALYST, 8/2002 TO 12/2005

- Led functional requirement and data collections to optimize PeopleSoft as flexible and adaptable solutions for COB.
- Liable for business analysis and executing SDLC to satisfy user needs for overall operation and conducting webinars and in-person trainings.
- Headed design, implementation, testing, documentation, and maintenance of web-enabled Scheduling System to submit and retrieve data, deploying Celware to integrate main frame systems and MSSQL databases.
- Redesigned and implemented Annual Faculty Assessment system to support faculty intellectual contribution data collection and evaluation process to support tenure promotion and the AACSB accreditation process.

NASA KNOWLEDGE MANAGEMENT LABORATORY, MIAMI FL, 1/2000 TO 7/2002

PROJECT MANAGER | APPLICATION DEVELOPER

- Developed, coordinated, and documented plan, schedule, meetings, resources, and execution for NASA, Kennedy Space Center and Goddard Space Flight Center projects until completion.
- Upheld specifications, designs, and implementation of an Expert Seeker System, a web-enabled repository of experts allowing experts more visibility and interested parties to locate expertise.
- Implemented workflow management systems to provide more generic scope to support knowledge management and meet growing need to expand POSDOC a multi-user web-based document management system.
- Configured, installed, and maintained Microsoft Windows OS/applications; beta tested and developed curriculum training for Celware, AI integration software.

EDUCATION AND CREDENTIALS

MASTER OF SCIENCE (M.S.) IN COMPUTER SCIENCE, 2001 - Florida International University, Miami Florida

BACHELOR OF SCIENCE (B.S.) IN COMPUTER SCIENCE, 2000 - Florida International University, Miami Florida

CERTIFICATIONS AND JOB-RELATED TRAINING

- Prevent Identity Theft & Security Awareness, ITIL Foundation, Microsoft SharePoint Foundation 2013
- Agile & Scrum, Blockchain Fundamentals

ADDITIONAL INFORMATION

Languages: English and Spanish

Technical Proficiencies: MS Office, Visio; Teamwork Projects, MS Project; WordPress, HTML, AJAX, CSS, VB Script, JavaScript, JSON; ASP, .NET (MVC), PHP, Java, ColdFusion 9/10; MSSQL2000/2005/2008/2014, SSAS, SSIS, SSRS, MySQL, PL/SQL, PeopleSoft Query Manager; JIRA, Scrum, Waterfall/Agile; IIS and Apache; Adobe Acrobat DC.

Interests: Chess, kayaking, science fiction, racquetball, traveling, new cultures and food.