

JOSE M. LOPEZ
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Entrepreneurial-spirited, pioneering technologist with 20+ years of experience identifying, qualifying, building consensus for, and implementing enabling technologies and enterprise systems that facilitate business processes and strategic objectives. Powerful blend of technology vision and business acumen results in consistent development of powerful business strategies supported by cost-effective, high-performance IT infrastructures and applications. Broad expertise in IT, network, and telecommunications architecture/infrastructure design, full project life cycle management, client/vendor relationship management, and financial/operational management. Ably manage M&A, reorganization, and process improvement initiatives. Played instrumental role in identification, qualification, and negotiation with acquisition/merger prospects and ultimate merger that leveraged synergy of two companies. Established enterprise-wide IT structure, financial/operating controls, and best practices for marketing communications and brand management, and guided it through downturn with responsible downsizing and refinement of focus.

Lake-Sumter County Metropolitan Planning Organization – Clerk of the Courts

2-year term 2018 & 2019 – Representing the Citizens’ Advisory Committee – District 1

4-year term 2019 & 2022 – Representing the Community’ Advisory Committee – District 1

EMPLOYMENT HISTORY

Gaylord Palms Resort & Convention Center – Kissimmee, FL

12/2017 - Present

Director of Information Technology Operations

- Recruit, select, train, assign, schedule, coach, counsel and discipline employees
- Communicate job expectations; planning, monitoring, appraising and reviewing job contributions
- Plan and review compensation actions; enforcing policies and procedures
- Project Management and Business Development
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits; identify trends
- Forecast requirements; prepare an annual budget; schedule expenditures; analyze variances; initiating corrective actions
- Develop operations systems by determining product handling and storage requirements; develop, implement, enforce and evaluate policies and procedures; develop processes for receiving product, equipment utilization, inventory management and shipping
- Analyze process workflow, employee and space requirements and equipment layout; implement changes
- Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations
- Update job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations
- Accomplish operations and organization mission by completing related results as needed
- Meet or exceed operations labor budget expectations. Manage staff levels, wages, hours, contract labor to revenues
- Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees
- Run a safe, injury/accident free workplace, responsible for all aspects of vehicle and heavy equipment rentals
- Manage relationships with key operations vendors, track vendor pricing, rebates and service levels
- Review and approve all operational invoices and ensure they are submitted for payment.
- Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints
- Work with GM and management team to set and/or implement policies, procedures and systems and to follow through with implementation.
- Communicate all operating policies and/or issues at department meetings
- Work closely with the inventory manager and team to perform analysis of our inventory and ensure we are utilizing our inventory effectively, purchasing the right equipment, maintaining solid inventory data and reduce sub-rental expense

Legacy Grand, Inc**8/2015 – 12/2018****CIO – Chief Information Officer**

- Direct and organize IT-related projects. Set objectives and strategies for the IT department.
- Design and customize technological systems and platforms to improve customer experience.
- Select and implement suitable technology to streamline all internal operations and help optimize their strategic benefits.
- Set department budget, approve purchases of technological equipment and software and establish partnerships with IT providers.
- Oversee the technological infrastructure in the organization to ensure optimal performance.
- Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization.
- Analyze the cost, value and risk of information technology to advice management and suggest actions.
- Set IT department's KPS and measure them on a regular basis. Create service-level agreements (SLAs) with business areas and operating-level agreements between IT functions and vendors to ensure SLAs are met.
- Execute an enterprise wide IT security program and capabilities to ensure all IT assets are protected.
- Create and operate a joint business/IT governance process to prioritize and approve IT investments.
- Establish an ongoing communication process to share updates on IT financial performance and value delivered to the organization.

35 Technologies Group, Inc. – ISO 9001& ISO 27001 – Longwood, FL**2/2014 – 9/2017****Information Technology Director (IT Director)**

- Coordinate with business partners and develop strategies to implement various IT solutions effectively.
 - Develop customized IT project portfolios and ensure compliance to all business objectives.
 - Administer effective delivery of all projects with appropriate budget and timeframe.
 - Develop an annual IT plan according to business requirements. Manage all vendor relationships.
 - Evaluate current system and technology and recommend modification to present modules to ensure effectiveness.
 - Maintain knowledge on emerging trends and initiate appropriate decisions for various technology.
 - Coordinate with IT professionals and develop coaching programs to ensure an effective working environment.
 - Prepare business goals for both individuals and teams and ensure optimization of business.
 - Administer and develop growth strategies for company through various information technology plans.
 - Design and execute various business plans and policies and ensure optimization of human resources.
 - Analyze requirement for company and develop projects in coordination with software and equipment personnel.
 - Monitor all up gradation process for company on software and hardware and ensure effective working of all associate activities. Direct and development of a security plan.
 - Monitor all functions of IT department and ensure compliance to work standards.
 - Establish time schedule for company objectives and goals and ensure compliance to same.
 - Administer work of all employees and ensure work according to schedule.
 - Monitor everyday work of organization and provide technical support to all activities.
 - Provide technical support to all services of organization.
 - Administer maintenance, licensing and purchase of all information technology software systems.
- Analyze all business objectives and recommend solutions to all IT investments.

MC Assembly - ISO 9001 & ISO 27001, Winchester, MA**9/2010-1/2013****IT Manager**

- Managed project and fiscal budgets, developing, evaluating, and implementing cost reduction strategies.
- Developed and maintained hardware and software installation and configuration and upgrade procedures.
- In charge of Network upgrade from layer 2 to layer 3 Fiber Optic, Upgrading servers and switches.
- Provided training and assistance to employees in the Technical Support Specialist class specification.
- Provided technical assistance and training to all computer users on the Boston location.
- Performed all the duties of subordinate level classifications; upgraded and repaired computer system components, including hard drives, CD-ROMs, video cards, sound cards, modems, memory, motherboards and processors also backups, server upgrades, data migration, creating user accounts, and creating OU's.
- Diagnosed computer system failures through evaluation and testing, and resolve with software or hardware modifications; worked with Cisco ASA firewall/VPN, Cisco PoE switches, and other devices.
- Evaluated new hardware and software and made recommendations to the Enterprise Architect.
- Assisted system administrators with help desk monitoring and software installation/support/troubleshooting.
- Created the virtual networks, worked with **VMware** and Office365, and upgraded **VMware** to 5.1.

SKILLS

- IT Executive with skills in understanding the contribution of technology and prepare a sound business case for investment. Budget & Project management. Business acquisitions and growth.
- Major software and hardware upgrades, such as: **Worldox, iPro, iCreate Suite, Juris, Elite and Relativity.**
- Microsoft Windows Server 2003, 2008 and 2012, Windows XP/7, 8.1 & Win 10. Microsoft Exchange Server, Windows Active Directory, **Citrix**, Cisco routers, switches, and firewalls, Mac OS, Linux, Hyper-V, **VMware**, and MySQL.
- General networking principles, OSI Model, TCP/IP, VPN, DNS.
- Possesses knowledge of SQL database administration and design.
- Cloud computing, Amazon Web Services, Salesforce, other SaaS solutions.
- VOIP & Video Teleconferencing technologies. Worked with design software **SolidWorks, Autodesk, Adobe.** Worked with **e-Discovery** software (**Relativity**). Work with **E2 Shoptech manufacturing.**
- Business continuity and disaster recovery best practices. Familiar with Agile development methodology.

EDUCATION

Southern New Hampshire University, Online Classes

Bachelor of information Technology w/concentration in IT Management, Currently attending (2015)

CAREER EDUCATION INSTITUTE, Somerville, MA

Jr. Network Administrator/Pc Support Certification Program **(3.8 GPA)**, 2005

Successfully completed an intensive 720 hour program of hands-on and classroom instruction with focus on technical support, networking/repairing personal computers, and software /hardware installation in preparation for A+ certification.

Hardware

- Microcomputer/PC configuration, administration and troubleshooting
- Modem/Printer/Scanner Installation and Maintenance
- PC hardware support including motherboards, hard disks, and expansion buses

Network

- TCP/IP, IPX/SPX and NetBEUI
- Twisted Pair cable maintenance and construction. (UTP and STP)
- Network Troubleshooting
- Installation and configuration of network interface cards, hubs, switches, and 802.11b/802.11g wireless networking devices.
- Familiarity with UTP/STP Cat 5/6 standards and cabling methods, coax cable, and Ethernet technologies.

Software & Operating Systems

- Installing and Configuring Microsoft Office 2000/XP, Windows XP Home/Professional, Windows 2000 Professional/Server, Windows 9x (95, 98, ME), NT Workstation 4.0/NT Server, and MS DOS.
- Installation and configuration of various PC applications including, Microsoft Word, Microsoft Excel, and Antivirus software including Norton, MacAfee, and AVG.
- Network Applications and Services
- Installed, configured and administration of DHCP, DNS, WINS and RIS services. TCP/IP network configuration.
- Ability to manage user profiles (roaming and local), user rights, share and NTFS permissions, domain security, client/server relations, and Active Directory configuration and administration.