**(C) (915) 252-6181 Romeo Alvarez** [**alvarezfromeo@gmail.com**](mailto:alvarezfromeo@gmail.com)

#### INFORMATION TECHNOLOGY EXECUTIVE

#### CORE COMPETENCIES

Systems Integration • Data Center Design and Migration • Cloud Architecture and Implementation• SaaS Delivery • Application Development • Big Data/Machine Learning • Revenue Generator • Digital Transformation

### PROFESSIONAL EXPERIENCE

**Avaya- Sr. Product/Program Manager (contract) Dallas, TX Feb. 2019-Present**

Lead the development and delivery of the Avaya One Cloud VoIP SaaS platform.

Accomplishments:

* Delivery of 8 global data centers providing geo-redundant, 99.99% availability VoIP services for Fortune 100 customers.
* Creation of ITIL process to support CMMI level 4 operations and support of the Avaya One Cloud SaaS platform. <https://www.avaya.com/en/products/cloud/>

**Mindbody Online**

**Vice President-Engineering, Data & Cloud Infrastructure Dallas, TX 2018-Feb. 2019**

Technology leader responsible for the expansion and transformation of the core SaaS technology and application development philosophy. Leading the culture of data-driven decision making for executive leadership team.

Accomplishments:

* Architecture and implementation of big data platform comprised of Confluent Kafka, Apache Spark, AWS S3, Alteryx and Snowflake processing 900TB of data daily and 1million API calls per hour.
* Increased daily in-store traffic by 19% using persona-based ML models using DataBricks AutoML
* Improved SaaS availability from 99.9% to 99.99% thru process improvement, technology debt remediation and automation capabilities. Increased capacity by 3x utilizing HCI technology to support 75million monthly active users and 104,000 global customers.
* Product Owner for commercialized analytics platform producing $3million revenue annually.

**Hasbro**

**Vice President- Technical Operations and Application Development Seattle, WA 2014-2018**

A senior leader responsible for planning and directing the Live Production (24/7/365) aspects of all Wizards technology platforms and systems worldwide.  Responsible for the ongoing strategic and daily management of resources allocated to running the global digital Production. Support of retail systems and event systems for 6500 retailers worldwide.

Accomplishments:

* Successfully lead the development and launch of Magic Duels in Azure. <https://magic.wizards.com/en/mtgarena>
* Lifecycle and technical ownership of the Magic the Gathering Online game. Increased availability uptime from 93% to 99.5%. yearly. Annual revenue $48million. Increased revenue by $12million yearly

<https://magic.wizards.com/en/mtgo>

* Launched 2 new digital games and global digital publishing platform within AWS and Azure. Platform was built to support game service hosting, ecommerce, analytics, tournaments and accounts. Hosting 25-40 million MAU.
* Implemented Teradata Aster and Cloudera Hadoop BI/BA DW solution for sales tracking/trending, financial forecasting and player lifecycle information. Implemented Snowflake EDW, AWS Kinesis for real-time in-game analytics. Steward for Data governance and master data management. Processing 500,000 events per minute.
* Implemented a real-time in-game ML monetization platform using TensorFlow increasing revenue by $1.2million in year 1
* Reduced incident tickets by 68% monthly. Reduced operational costs by $5million

**PSCU**

**Associate Vice President- Datacenter & Cloud Services Phoenix, AZ 2011-2014**

Responsible for the design, business planning and delivery of managed services for key customer services that included public/private cloud services, data center co-location services and SaaS offerings for +900 credit unions.

Accomplishments:

* Designed and architected new Tier-3 SOC2 9,000sq ft. primary datacenter. Created fully redundant datacenter with 99.999% availability.
* Designed and architected public cloud environment used by 716 credit union clients for DR and application support. Provided IaaS, PaaS, SaaS, DWaaS(Teradata) and AnalyticsaaS(SAS, Informatica). Cloud environment comprised of Cisco Nexus and UCS platforms, EMC VMAX/VNX storage and VMware vCloud Suite. Annual revenue of $5million.
* Designed and managed Tier-3, SOC certified 5000sq. ft. co-location data center with $2.6million in new revenue yearly.
* Redesigned all production legacy C++ B2B applications to newer web based Node.js/PHP B2B micro-services increasing service capacity by 200% and decreasing access issues by 60%. Leveraged Apache Kafka and Apache Spark.
* Enabled web-scale load of 16 million users monthly, 65 million transactions daily for all SaaS offerings. Increased load capacity by 85%. Processed 5TB of data daily with 225TB total data management.

<http://www.pscu.com/digital-experience-products>

**Hewlett** **Packard**

**Sr. Director-Application Service Delivery (contract) Dallas, TX 2010 – 2011**

Acted as the Service Delivery Director/Program Manager for Fortune 500 clients. Capex management of $85million and opex management of $18million annually. P&L management for Service Delivery division.

Accomplishments:

* Program and development manager for IT procurement and help desk system for General Motors Corp.-$35million project budget
* Program and testing manager for client billing system for Fannie Mae-$18million project budget
* Program manager for patient and client benefits tracking for Oklahoma Medicaid-$21million project budget

**Xerox**

**CTO - IT Infrastructure – BPO Division Dallas, TX 2005 – 2010**

Provided managed services for a Fortune 100 wireless provider.

Accomplishments:

* Responsible for technology budget for all new sites, average technology opex of $22million annually. P&L responsibility for 13 global call center division. Annual revenue of $350 million
* Effectively supervised staff across 13 call center sites in the US, Caribbean and Latin America.
* Ensured all 13 call center sites achieved a 95% or higher on PCI/SOX compliance IT yearly audit.
* Responsible for IT physical security for 13 call center datacenter sites.

**El Paso Independent School District**

**Technology District Manager El Paso, TX 2004 – 2005**

**Rio River Systems**

**Director/Lead Architect - Technology El Paso, TX 1999 – 2004**

**Polar Bear Communications**

**Web Designer El Paso, TX 1996-1999**

## EDUCATION/CERTIFICATIONS

* Certifications: PMP(expired),Security+(expired), CCNA(expired), CCSP(expired), ITIL 2.0 foundations(expired), ITIL 2011(active)
* Harvard Management Academy- Business Management- 2016