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| **Mike Arias** | mike.arias72@yahoo.com ▪ 786-553-6723 |

**Chief Technology Officer**

*20+ years of implementing solutions*

Proven team leader with extensive experience in making IT departments a well-oiled machine for the singular focus of helping increase efficiencies to solve the biggest problems with the best possible solutions. Strategic thinker always looking for ways to make it better, faster and less expensive with the goal of meeting the company’s key objectives. Excellent communicator, never afraid of a challenge but humble enough to know that with a great team challenges be conquered. Never one to take credit for others work, and a promoter of fostering growth and opportunity within the team.

Core competencies

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| * Team builder * DevOps, Azure, CMS, CRS, PMS * PCI, GDPR, SOX * Windows & LAMP stack * eCommerce, UX, A/B Testing | * Budgeting, vendor management * Project Management * Execution * .NET, C#, MVC, SQL, Git, CI/CD * Full life cycle development, SCRUM/Agile |

**Career Experience**

Premier Worldwide Marketing, Miami, Florida

*Worked with executive management team and stakeholders of a start-up hotel chain to make into a hotel chain that now includes Nickelodeon and Margaritaville as part of its portfolio. Responsible for the implementation of technology that has permitted the chain to scale beyond its early years and allowed for improved efficiencies throughout the organization for all aspects of the business from sales & marketing to operation to accounting & finance.*

**Chief Technology Officer** (2008 to Present)

* Lead the creation, development, deployment, support and maintenance of digital services and IT infrastructure. These include several online eComm platforms which transact $100 million annually.
* Established processes and procedures within the IT organization to enable a quick turnaround of deliverables with a focus on efficiency, scalability and security.
* Negotiated vendor contracts and managed vendor relationships achieving a win-win for all parties.
* Reworked the IT budget to be leaner and hyper focused on prioritization with ROI playing a larger role; not afraid of saying no to pet projects with little to no benefit for the company.
* Created a creative, fun and fast-paced environment that has allowed the technology team to achieve goal beyond expectations all the while staying on the cutting edge of technology.
* Worked with stakeholders to create and IT governance board allowing full transparency into the decision-making process for establishing priorities.
* Lead the implementation of a new CRS (Central Reservation Systems – Sabre SynXis) connecting it to channels, booking engines, portals, an RMS (Revenue Management System – Duetto), PMS (Property Management System – SIHOT and Opera)
* Built a one-of-a-kind online wedding portal o top of a CMS (Content Management System – Umbraco) and CRM (Customer Relationship Management – SugarCRM) for couples and wedding coordinators to manage destination wedding events/venues which has been directly responsible for increasing group sales by 38%, and $24 Million wedding sales. Because of its uniqueness, I was also responsible for having this tool patented.
* Moved all on-premise systems/hardware to the cloud including call/contact center cloud-based phone systems, Azure servers and services, Office 365, security, disaster recovery and redundancy.
* Restructured entire website and application framework resulting in a 210% increase in on-line commerce, 150% lower bounce rate and increased look-to-purchase ratio by 400% by delivering more relevant content to the customer in a fraction of the time than before.
* Integrated of several payment systems that use tokenization and other security measures with a new AI component to detect and prevent fraud, driving fraud from 4% of sales to .3% of sales.
* Rolled out a data warehouse that aggregates data from several sources and integrated a BI system with dashboards and automated reporting

Norwegian Cruise Lines/Hewlett-Packard, Miami, Florida

*Design and develop applications for both end users and for internal operations that delivered innovative solutions to business problems.*

**APPLICATIONS DEVELOPMENT MANAGER** (2005 to 2008)

Created new, more efficient reporting and other business systems applications that reduced costs, increased productivity, and increased sales.

* Created web solution to book Shore Excursions, which has successfully processed more than $600 million in excursions.
* Saved NCL over $1.2 million a year in shipping and printing costs by leading the programming of the eDocs ticketing system.
* Rebuilt the delivery system of the guest comment cards in order to send key ship personnel information within five minutes of all submissions helping in a savings of several thousand dollars per sailing.
* Developed Reporting/Documentation Routing System (ticketing system) in C# using an Oracle database.
* Implemented a data-warehousing strategy integrating two cruise lines’ multiple databases.

iWire, Inc., Miami Lakes, Florida

*Designed and developed software applications for real-time financial transactions.*

**SR. SOFTWARE ARCHITECT** (2003 to 2005)

Developed software applications using a wide range of tools, including C++, sockets, threads and synchronization objects, and SQL Server.

* Created a scalable, high-speed financial transaction system for pin and pin-less based debit cards connected to an ATM network, developed in C++ using Winsock 2, threads, and synchronization objects.
* Built a C# Windows service for performance monitoring.
* Built an API in C# using true OOP to handle ISO 8583 financial transactions.
* Developed new transaction multithreaded and asynchronous system using .NET and C#.

Cruisepath Network/GoCruise Direct.com, Miami Lakes, Florida

*Developed web-based solutions for cruise industry bookings and communications*

**DIRECTOR OF SOFTWARE DEVELOPMENT** (1998 to 2003)

Planned and orchestrated daily workflow; supervised engineers.

* Created a first of its kind online booking engine for the cruise line industry. This technology was licensed to Carnival and Sabre.
* Led all web-based projects, including development of web services in the .COM era racing to be the first to build the perfect mouse trap
* In conjunction with the sales department, met with potential customers to communicate technical features, benefits and roadmaps

Additional Experience

**Lead Developer/Systems Architect** ▪ iWire Inc., NY

**Software Engineer** ▪ The Box, Miami Beach, Florida

**Operations Manager/Software Engineer** ▪ Shadow Information Systems, Miami, Florida

**Education**

Bachelor of Science in Management Information Systems

*University of Miami, Miami, Florida*

*Lean Six Sigma Green Belt, ScrumMaster, CEH and an AI enthusiast*

**Personal**

*I can be found playing racquetball, basketball, riding bike on trails, or hitting the gym when I am not working or spending time with family and friends.*