**Isaac Marcos Rodríguez Hernández**

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# PROFILE

Technology professional with practical experience in program and project management (national and international), sales, and support for networks in multinational service providers (AT&T, CLARO, Syniverse, Dominican State). Management skills with strong ethics for the supervision of contractors and employees. Orientation to quality and time results. Strong experience in management for troubleshooting, maintenance and management (NOC, Support, etc.).

# WORK EXPERIENCE

***Sistema Nacional de Atención a Emergencias y Seguridad 9-1-1* |Santo Domingo, Dominican Republic August 2018 - Present**

**Video Surveillance Director:** Responsible for the operation and expansion of the country’s national video surveillance network. Functional leader for de Operations Department and the Technical Department with more than 200 employees of various qualifications and experiences under the director’s responsibility. Responsible for budgets in excess of 10 million USD, quality control and execution of high impact projects. Face towards the highest political, civilian and military authorities in addition to regularly communicating with technical personnel, guiding requirements and assessing needs to fulfillment while maintaining the highest ethical standards for the success of the mission. Executive support to Human Resources in talent development, personnel role and scope definitions.

**Key Accomplishments:**

• Doubled camera visualization KPI in extremely technically hostile environments.

• Re-organized the organizational structure of all departments within responsibility to drive increases in productivity and improvement of services.

• Main stakeholder and advisor for multimillion dollar video surveillance donation from the People's Republic of China to the video surveillance directorate of the 9-1-1 System.

• Re-launch of video analytics and intelligent and autonomous camera use efforts.

**Huawei Technologies Dominicana, SRL |Santo Domingo, Dominican Republic February 2011- January 2018**

**Fulfillment Responsible for CLARO Dominicana:** responsible for the delivery and success of all projects in the account. Cost management, quality control and budget execution of multi-million dollar projects. Leading design efforts of project plans with the PMO team as well as change control and scope oversight. Interlocutor (POC) between executives, managers and technical staff, guiding their concerns and assessing needs while maintaining productivity conducive to building customer relationships.

**Key Accomplishments:**

• Successful implementation of the wireless network modernization to SINGLE RAN Huawei.

• Key program management for the update and international integration of critical systems in CLARO Dominicana (C4, IMS, LDI, exp. SBCs and MGWs)

• Successful participation in negotiations that increased Huawei’s presence in CLARO Dominicana’s network

• Puerto Rico subsidiary team member for the development and deployment of DWDM and GPON ring

• Active participation in increasing market penetration of Huawei lines in RBT, VAS Cloud, SMSC and IP MW

**Syniverse Technologies | Tampa, FL EE.UU. February 2010- February 2011**

**IREG:** Lead coordinator for international coverage IREG projects (LATAM). Manager for technological resources and human talent in Asia, Europe and Latin America.

**AT&T, Wireless Maritime Services | Miami, FL, USA 2006-2010**

**GSM Engineering:** Implementation coordinator, manager and leaders for on-board personnel for the telecommunications deployment efforts for the cruise ship industry. Served as a technical liaison between executives and ship personnel. Ensure global efforts made within aggressive deadlines that faced many lateral pressures for successful completion.

**Key Accomplishments:**

• Aggressive execution of the “60 ships 6 months” project • Key participant in creation and operation of the “WMS NOC”

**Wireless Facilities Inc | Caribbean and Latin America 2004-2006**

**Field Engineer:** Lead coordinator for drive testing, data processing and member of the implementation engineering committee. Manager for local hiring and training of technical resources; budget control and local procurement supervisor. Participation in projects covering the United States, Caribbean and South America.

# EDUCATION

**Law Degree**

Universidad Abierta Para Adultos | Dom. Rep. 2018

**Bachelor of Applied Science and Technology in Nuclear Engineering Technology**

Thomas Edison State College | NJ 2010

**Bachelor of Arts in Political Science**

Florida International University | FL 2009

# KNOWLEDGE AREAS

* PMO
* Technical management
* Core Networks
* Telecommunications Infrastructure
* Aviation
* Emergency management

# LANGUAGES

* Spanish - Native
* Hebrew - Intermediate
* Arabic – Novice