**Felipe Inoa Izquierdo**

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**Executive Summary**

Accomplished, bilingual, high-energy, business oriented, hands-on senior technology and operations leader with stellar problem solving and organizational abilities backed by 20 years’ experience in building, optimizing and managing best in class IT infrastructures and operations. Exceptional track record for spearheading the development and delivery of IT systems, projects, applications and solutions on time and within budget limitations. Demonstrated ability to lead Digital Transformation and bring change that meets enterprise business goals and better customer experience.

**Professional Experience**

**TMF Group, Miami, FL**

***Head of Information Technology for the Americas Region* 2017-Present**

Reporting to the Global Chief Operations and Technology Officer. As a ‘Business Partner’ and member of the Americas Executive leadership team, overseeing the end-to-end delivery across the complete IT operations for 22 countries across the Americas. Manage operating budget and direct activities of 130+ staff.

* Develop multi-year strategic technology, product and solution roadmaps in partnership with business leadership for both internal and external facing solutions across the region.
* Rolled out and standardized Human Resource and Payroll solution across seven countries which eliminated deficiencies across disparate systems, reducing the time and cost spent on client onboarding and service delivery.
* Accountable for the development and support of multiple client revenue generating applications for our Brazil IT Service delivery group.
* Restarted, managed and finished stalled datacenter migration project which generated savings of 1 million USD per year.
* Created dashboard to easily monitor each department to ensuring the adherence to ISO/ IEC 27001 and ISAE 3402requirements.

**Swissport, Miami, FL**

***Regional CIO LATAM & Caribbean* 2015-2017**

Reporting to the Global CIO, recruited to manage IT operations across all Latin America and the Caribbean. Oversee all day-to-day IT operations including data center management, vendor relationships, technical support, application development, financial monitoring and disaster recovery planning. Supervised 70 employees with full P&L responsibility.

* Developed strategy and executed migration plan that reduced local country applications by 60% and standardizing through substitutes from our global application portfolio.
* Turned around a failing regional IT department with a strained relationship to the business within one year, by championing Business partner program between Regional IT and country service lines to better align Technology solutions with the business strategy.
* Implemented regional ticketing system and helpdesk SLAs with 24/7/365 high availability uptime, which established problem resolution expectations and timeframes in agreement with regional business leaders.
* Worked with different business units to identify perceived threats to the integrity, availability, and confidentiality of LATAM region information assets and services.

**Edgecor LLC, Miami, FL**

***Consultant / Owner* 2013-2015**

Edgecor is an independent computer consulting firm working with cutting-edge technologies. Projects included network planning and deployment, security assessments and configuration, backups, disaster recovery and business continuity, and web and mobile application development.

* Assisted clients on how to intelligently scale larger IT solutions and services to provide the same quality of service for their small and medium size businesses.

**Federal Reserve Bank of New York, New York, NY**

***Director, National Incident Response Team* 2012-2013**

Senior Director leading the strategy, development, planning and operations of a team that provides a 24x7x365 suite of Cyber Security enterprise-wide monitoring and incident response services to all 12 Federal Reserve districts and the U.S. Dept. of Treasury IT Infrastructures.

* Recruited to help align team initiatives with organization’s business objectives. Accomplished this by fostering a change in culture that embraced looking at the services we already delivered and matching those services to our customers’ business objectives.
* Conducted regular security awareness training seminars with different business units covering topics across various Information Security and Risk Management domains.
* Improved the periodic vulnerability and threat assessments throughout the organization to evaluate the effectiveness of our security controls and processes.
* Reduced false positives by 20% via newly implemented fortnightly training and conferences with the business line managers across the organization.
* Conceived and led development for housing virtualized forensic tools, which allowed analysts to quickly and safely reverse engineer malware.
* Introduced monitoring process improvements and reengineering of business alerting process, which brought significant gains in operating efficiencies, cost reductions and productivity/performance increases.

**Hudson County Community College, Jersey City, NJ**

***Deputy Chief Information Officer* 2010-2012**

Supervised the overall 24x7x365 operations and daily activities of the Information Technology Services Department and its staff. Managed all operations for all campuses including data centers, outside vendors, ERP application development support team and budgets.

* Lead the technology initiatives in the planning and implementation on the college’s online learning platform which helped enhance student learning and reach a wider enrollment market.
* Lowered College’s total cost of ownership for virtualization infrastructure by migrating from a VMware to Microsoft solution. Reduced overall costs by about 40% without sacrificing performance or functionality.
* Reduce the energy costs of the data centers by 20 to 30 percent per year through the design and implementation of dynamic virtual-machine consolidation.

**Gensler, New York, NY**

***Regional Information Technology Director* 2009-2009**

Responsible for all of the Information Systems located in Gensler’s North East region. Approached bringing Innovation and Growth to the firm though a robust IT business-aligned strategy.

* Significantly decreased insourcing interaction time between Costa Rica and New York from hours to minutes by implementing Citrix solutions. The platform helped to facilitate real-time collaboration between action-oriented teams that worked together over long geographic distances.
* Drastically reduced hardware costs by using virtualization technologies to reduce downtime for critical systems. Introduction of VMware platform across the region reduced physical server’s footprint by 60%.
* Implemented data deduplication strategy across all storage area network devices, reducing storage needs by 30% and shortening nightly backup windows by 50%.

**The Adler Group, Miami, FL**

***Information Technology Director* 1998-2009**

Spearheaded the design, development and implementation of corporate technology solutions and proactively identified and evaluated opportunities for harnessing technology to maximize business results. Planned and executed effective, cost-cutting efforts in all IT areas without impacting production systems and services.

* Achieved major operational efficiencies, cost reductions and wider customer reach within several business lines, by designing and implementation of Adler Group’s first commercial property real estate portal.
* Responsible for planning and implementation of business continuity and disaster recovery strategies for all corporate sites throughout Florida, Georgia and North Carolina. Established a “hot”-site environment, which provided immediate availability of all critical systems in case of a system outage or natural disaster.

**Education and Certifications**

**Executive Master of Science in Technology Management**, Columbia University, New York, NY

**Bachelor of Science in Information Technology**, Barry University, Miami, FL

Certified Information Systems Security Professional (CISSP®)

ITIL Version 3 Foundation Certified (ITIL)