**Holman A Gutiérrez**

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**SUMMARY**

IT leader and entrepreneur with executive experience leading diverse and dynamic teams in application development, project management, systems/database administration, security, QA, data warehouse, business intelligence, artificial intelligence, machine learning, analytics, and business analysis. A self-starter, self-motivated executive with analytical, evaluative, and problem-solving abilities that works closely with other members of the executive team to set goals, strategies, and standards for an organization to create efficiencies, synergy and drive results.

**SKILLS & EXPERIENCE SUMMARY**

* IT Executive with over 22 years of IT, business and management experience who is deadline and results oriented
* Successfully build teams/departments from the ground up. Includes managing onsite and offshore teams
* Successfully designed, implemented new systems (web base and desktop base). This included migrating organization from old to new system. This includes Mobile, SaaS, and N-Tier systems
* Mobile development experience (iOS and Droid)
* Successfully designed, implemented and migrated organizations from traditional and on-premise network/systems to full and hybrid cloud base network/system (Azure, AWS, O365, Rackspace)
* Experience in Six Sigma, Project Management, SDLC, Agile, Database Warehousing, and Design, Analytics, BI, AI
* Over 14 years of healthcare experience: EMR, HIPAA, PHI, Surescripts, HL7
* Able to work and communicate with team members at all levels
* Coaching, mentoring and great people skills
* Application development and infrastructure experiencing architecting, designing and implementing reliable, secure, scalable and cost efficient applications and networks

**TECHNICAL SKILLS**

**Languages & Tools:** SQL, C#, .NET, MVC, HTML, XML, VB Script, Java, WebLogic, CRM, ERP, BRIO, SSRS, Crystal Reports, WinRunner, Load Runner, ETL, QlikView, VMWare, Cloud (Azure, AWS, Google Cloud), Salesforce, Business Intelligence (BI), Agile, JIRA, Source Control (GitHub, TFS), IaaS, PaaS, SaaS, VoIP, SIP, PBX, Multimedia, Video over IP, Streaming Video

**Databases:** SQL Server (DB, DTS, SSIS, Reports, Analyzer), MySQL, Oracle

**OS/Applications:** UNIX, and Windows (Desktop/Server), Active Directory, MAC OS, IIS, Oracle e-Business Suite, Mobile, MS Exchange, Office365, Tableau, Power BI

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| **E X P E R I E N C E** |

ROBERT MICHAEL COMMUNICATIONS, INC | Voorhees, NJ

**Senior Director of IT and Application Development**  2014 – Present

Head of IT and Creative Services Department. Member of Executive Team responsible for leading and driving strategic and operational planning for the organization to achieve business goals by fostering innovation, prioritizing IT initiatives and coordinating the evaluation, deployment, and management of current and future IT systems across the organization.

* Responsible for system-wide strategic planning of IT department that was unmanaged for about 2 years and bringing all company technology and infrastructure up to date. Lead all business, process and technology initiatives
* Migrated company from legacy system to a new web base system written from the ground up creating efficiencies and reducing overhead through technology and innovation
* Rebuild company network and migrated 100% to the cloud, creating efficiencies, disaster recovery strategy and cost reductions of about 35%
* Responsible for leading Office365 migration project, creating efficiencies and cost reductions of approximately 40%
* Establish IT departmental goals, objectives, operating procedures and lines of control for current and proposed information systems
* Remain abreast of new information regarding security technology
* Manage efforts to ensure adherence to internal corporate policies and procedures, including compliance to the HIPAA guidelines
* Maintain and support data warehouse for the organization
* Promote and oversee strategic relationships between internal IT resources and external entities, including government, vendors, offshore teams and partner organizations

**Technical Environment**: IIS, .NET(C#), AJAX, MVC, Crystal Reports, SSRS, MySQL, SQL Server, SaaS, Windows, Cloud Environment (AWS, Azure), Office365, VMWare, Salesforce, FileMaker (12,13), Checkbox (survey application), Data Warehouse, Tableau, Power BI

PERIOPERATIVE SERVICES | Newark, DE

**Chief Information Officer (CIO)**  2012 – 2014

Head of IT responsible for upgrading outdated/old infrastructure and applications, set standards and policies, restructure and build new teams/departments for an organization without IT leadership for 2 ½ years.

* Select and implement suitable technology to streamline all internal operations and help optimize their strategic benefits
* Design and customize technological systems and platforms to improve the customer experience
* Plan the implementation of new systems and provide guidance to IT professionals and other staff within the organization
* Approve purchases of technological equipment and software and establish partnerships with IT providers
* Oversee the technological infrastructure (networks and computer systems) in the organization to ensure optimal performance
* Monitor changes or advancements in technology to discover ways the company can gain competitive advantage
* Manage efforts to ensure adherence to internal corporate policies and procedures, including compliance to the HIPAA guidelines
* Work with key departmental leaders to recommend strategic security compliance framework for the company and recommend regulations, industry best practices, policies, and control standards

**Technical Environment**: IIS, .NET(C#), AJAX, Crystal Reports, SSRS, MySQL, SQL Server, SaaS, Windows, QlikView, Cloud (AWS), VMWare

GRASSROOTS UNWIRED | Philadelphia, PA

**IT Consultant**  2012 – 2012

Temporary contract opportunity working with CEO and investors to upgrade startup company to enterprise level platform.

* Created proper IT infrastructure for start-up organization that meets business needs
* Setup IT teams (development, QA, DBAs, Admins, etc.)
* Worked with .NET 4.0, web services and mobile technologies (Android, Windows mobile)
* Worked with mapping software like Microsoft Map Point and Google Maps to generating plotting/mapping areas for customers and identify target areas for their field workers
* Worked with cloud technology: Amazon Cloud/Web Services (EC2)

**Technical Environment:** IIS, .NET, AJAX, Crystal Reports, MySQL, SQL Server, SaaS, Windows, ETL, BRIO, Cloud (AWS)

PMC, LLC | Horsham, PA

**VP of Information Technology** 2006 – 2012

* Member of Executive Team and head of IT responsible for establishing IT departmental goals, objectives, operating procedures for information systems and business continuity plan
* Develop, track, and control the information technology annual operating and capital budgets
* Managed data warehouse, development, maintenance and support of SaaS based EMR, custom CRM and billing (insurance claim processing and credit card billing) software that serviced customers (doctors, patients, practices, hospitals). This included on-site and offshore teams
* Managed systems integration, interfaces, processes between company and vendors (UPS, FedEx, Surescripts, Amerisource)
* Ensure IT system operation adheres to applicable laws and regulations in the healthcare industry
* Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development
* Review hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on economies of scale
* Keep current with trends and issues in the IT industry, including current technologies and prices. Advise, counsel, and educate executives and management on their competitive or financial impact

**Technical Environment:** EMR, Surescripts, IIS, .NET, AJAX, Crystal Reports, MySQL, SQL Server, SaaS, Windows, ETL, BRIO

HARTE-HANKS, Inc. | Langhorne, PA

**Manager, Systems Development** 2005 – 2006

Successfully manage all aspects of the Systems Development Life Cycle and data warehouses for customer implementations within set schedule and budget

* Responsible for managing business managers, analysts, developers, and quality assurance staff
* Manage a team of mixed skills staff through excellent communication and leadership skills
* Serve as IT interface to business partners during the project life cycle, as well as analyze business requirements and coordinate systems integration
* Consult with business partners to identify technical solutions and manage vendor relationship

**Technical Environment:** SQL Server, ETL (SSIS), Data Analysis, Reporting, .NET

IKON (Ricoh) | Malvern, PA

**Senior Manager, Information Systems** 2004 – 2005

Responsible for the development and implementation of all applications for the Field Services division, various support teams, Oracle’s Field Service and CRM Module, and EFI’s ADS system

* Effectively maximize employees (onsite/offshore) performance through performance planning and management, as well as provide support for personal and professional growth and development
* Serve as IT interface to business partners during the project life cycle, as well as analyze business requirements and coordinate systems integration
* Consult with business partners to identify technical solutions and manage vendor relationship

**Technical Environment:** Oracle e-Business Suite, UNIX, SQL, wireless technology, Mobile, J2EE

Towers Perrin (Towers Watson) | Voorhees, NJ

**Technical Systems Manager** 2000 – 2003

Successfully manage the development, design, deployment, and administration of TPAS call center CRM Product – Clarify (domestic and international)

* Communicate and report project status to the senior management and relevant stakeholders
* Manage various functions such as roll-out process of production releases, defining and collecting business requirements and specification, and improvements on the process, products, and services under tight and aggressive deadlines

**Technical Environment:** Clarify, J2EE, BRIO, Oracle, UNIX (Sun Solaris), PL/SQL, WebLogic

Cendant Mortgage (PHH) | Mt. Laurel, NJ

**Systems Analyst/Developer (acting Project Manager)** 1998 – 2000

Successfully manage multiple projects, including disaster recovery, and planning, development and roll out of new applications for Legal and Accounting departments

* Work closely with the Senior Leadership team, other management, and staff to gather specifications for planning, developing and rolling out of applications and reports for company usage
* Efficiently customize, enhance and develop reports, applications, and business processes, using new technology, to meet business goals and market requirements while applying Six Sigma principles

**Technical Environment:** SQL, MS Office Development, Data Modeling, Database Warehousing (ETL), BRIO, VB Script, Windows, UNIX

GE Support Services, General Electric Co. | Mt. Laurel, NJ

**Systems Analyst (acting Project Manager)** 1996 – 1998

Manage Clarify (CRM) Project through its full system development life cycle, including the development of functional requirements for Clarify Software and other supported applications; Manage and assist in the development of other GESS applications in MSSQL, VB, VB Script, MS Outlook, UNIX and C++

* Manage the development, deployment, and administration of GESS databases and applications (onsite and remotely); Perform upgrades for Clarify Application, MSSQL and Windows NT
* Successfully managed the training, testing, and release of software to global customers (US, Latin American, Europe) for remote access to our ordering system
* Manage projects through the full development life cycle with the use of Six Sigma principles

**Technical Environment:** Clarify, MS SQL Server, MS Access, Data Modeling, Database Design, BRIO, MS Outlook, VB, and VB Script

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| **E D U C A T I O N** |

DREXEL UNIVERSITY – LEBOW COLLEGE OF BUSINESS | Phidelphia, PA

**Executive MBA**

ROWAN UNIVERSITY | Glassboro, NJ

**Bachelor of Science in Computer Science**

General Electric Co.

**Six Sigma Green Belt Certified**

OXFORD UNIVERSITY | United Kingdom

**Leadership Training**