**Juan Carlos Perez**

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**Director, IT Infrastructure**

**Summary**

Dynamic executive with more than 15 years of information technology (IT) management experience, successfully recognizing IT problems, prioritizing spending to meet business objectives, and developing solutions that improve the efficiency of IT operations. Proven record of success reducing downtime, improving security, saving costs, team development, vendor relationship management, and the development and implementation of enterprise global IT systems. Dedication to hard work with emphasis on providing direction and technical leadership for the planning, project management, and implementation of infrastructure solutions for mission-critical enterprise environments. Possess excellent leadership, organization, verbal communication, presentation, critical thinking and problem-solving skills; fluent in English and Spanish.

**Core Qualifications**

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| --- | --- | --- |
| Hands on Technical Leadership | Disaster Recovery Planning | Ability to Work Under Pressure |
| Global Team Management | IT Systems Design & Implementation | Cloud Computing |
| Network and Security Architect | Data Center Operation | Contract Review and Negotiation |
| Team Building and Leadership | Strategic Planning and Recommendation | Project Management |
| Productivity/Efficiency Improvements | Policy and Procedure Development | Verbal Communication Skills |

**Career Progression**

CISNEROS, Coral Gables, FL 2009 to Present

**Director IT Infrastructure**

Oversee the actions of a 15 person global team encompassing technical and software support for both corporate and operational companies. Negotiate contracts, and direct long-range planning for future technology needs. Execute decisions on vendors used; develop specifications for vendors and recommendations for purchases. Support corporate-wide projects in the selection, delivery and management of new technologies. Lead and direct all facets of small and large projects from conception through final implementation and roll-out while making sure to stay within the cost allocated in the budget.

• Spearhead the successful implementation of a new media asset management system to track and store all of the company’s media assets in order to more efficiently distribute the digital content to customers as well as provide off site disaster recovery.

* Reduce communications costs while achieving higher service levels by negotiating new contracts for all company communications circuits.

• Oversee the design and rollout of new switching and routing infrastructure for the Cisneros Studios corporate and production networks as well as added wireless capabilities and rolled out Cisco IP telephony in order to make the workflows there more efficient.

• Architect and lead the implementation of the TV station network in Venezuela to use the same policies and standards as the corporate network which included implementing email and web security, a link balancer for internet service redundancy, migrating to a cisco firewall and VPN, and the implementation of user security policies.

• Decrease backup and disaster recovery times by 90% and increased backup capacity by switching to a disk based backup and disaster recovery solution which also allowed for offsite replication of critical company data.

• Organize and oversee the successful execution and rollout of Meraki wireless access points in order to create a better and more secure user experience for network guests.

• Accomplish the virtualization of end of life servers by creating two VMware Clusters in Venezuela and the US thereby also saving on new hardware costs and minimizing the datacenter costs and overall footprint.

FINSER CORP., Coral Gables, FL 2002 to 2009

**Network Manager**

Managed technical IT infrastructure operations and development of 600 plus user corporate network. Directed technical staff of 10 to provide quality desktop support, reliable remote access, regular data backup/disaster recovery, and robust enterprise network resources. Provided strategic, technical, and budget planning in design, expansion, and implementation of enterprise WAN/LAN network infrastructure.

• Managed the migration/implementation of the corporate firewall from Checkpoint to Cisco.

• Oversaw the team that migrated all corporate email from Lotus Notes servers to Microsoft Exchange servers.

• Created a policy to standardize all Desktops, Laptops and servers to be Dell, and all switches and routers to be Cisco.

• Accomplished the relocation of the corporate datacenter infrastructure consisting of multiple servers, switches, routers, and appliances as well as circuits to a new datacenter location with minimal downtime.

• Achieved a 90% reduction in email spam by installing an Ironport email security appliance as well as a secondary Barracuda email security appliance to scan all corporate wide incoming emails for viruses and spam

• Implemented Barracuda Webfilter to control internet traffic in order to save on internet bandwidth costs and create a more secure browsing experience for the users.

FINSER CORP., Coral Gables, FL 2001 to 2002

**Network Administrator**

Performed the installation, configuration, troubleshooting, and routine maintenance for all network equipment and servers which entailed user and group administration, backups, software upgrades, printer setup and connectivity, and network monitoring. Provided off hours network and PC support for high priority tickets.

FINSER CORP., Coral Gables, FL 1999 to 2001

**PC Support Specialist**

Performed advanced troubleshooting and resolution of desktop, laptop, and application issues. Carried out all hardware and account setups for new employees. Repaired, serviced, and replaced parts, for all desktops and laptops.

CARFEL, INC., Miami, FL 1998 to 1999

**Staff Engineer**

Led the development and production of the manual clutch and power steering divisions. Oversaw the development of the power steering program from ground zero. Developed a defective product tracking system to keep track of defective product returns (RMA).

CAMBRIDGE TECHNOLOGY PARTNERS, Miami, FL 1996 to 1998

**I.T. Support Staff**

Assisted office personnel with hardware and software problems, provided troubleshooting, and owned desktop and network problems to resolution. Performed maintenance of personal computers and peripheral equipment, identifying problems and providing appropriate solutions. Installed operating systems and applications and conducted technical training demonstrations.

**Technology Inventory**

**Networking:** Layer 2 and Layer 3 switching, EIGRP/BGP routing, DMZ, DHCP, DNS, WINS, Network Security, WAN Connectivity, Wireless, VPN

**Operating Systems:** Windows NT 3.51, 95, 98, 2000, XP, Vista, 7, 8, and 10 clients, Linux, Windows Server NT 4 , 2000, 2003, 2008, 2012, and 2016 VMware Vcenter and Vsphere 4, 5, and 6

**Applications/Tools:** MS Exchange Server 5, 2000, 2003, 2007, 2010 and 2016, Cisco SSL and IPSEC VPN, MS SQL server 2000, 2005, 2008, and 2016, IIS, Cisco IP telephony, Checkpoint and Cisco firewalls, Cisco Ironport spam filter, Barracuda Webfilter , Spam Filter and Link Balancer, PGP Server, Citrix, RSA, Avaya Phone System, Symantec Endpoint Protection Suite, Symantec Backup Exec, Appassure Backup, Veeam Backup, Cisco Clean Access, Solarwinds, Cisco Unity, Spectra Black Pearl, Duo cloud two factor authentication, Emam Media Asset Management System

**Hardware:** Dell and HP server hardware, Cisco routers, switches, servers, and firewalls, Meraki cloud switches, firewalls, and access points, Barracuda Network Appliances, Dell, EMC, Isilon, and Spectralogic disk storage arrays

**Education**

**WEST TEXAS A&M UNIVERSITY** Canyon, TX

MBA Computer Information Systems

**UNIVERSITY OF MIAMI** Coral Gables, FLBachelor of Science Major in Mechanical Engineering  
 **MIAMI DADE COLLEGE** Miami, FL

Associate in Arts Degree