Manuel Bautista

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**CHIEF INFORMATION OFFICER / CHIEF TECHNOLOGY OFFICER**

Accomplished hands-on IT leader with experience in all aspects of IT management including support operations, project management, infrastructure engineering, information security and software development in startup to enterprise businesses. Established as a results-oriented, decisive team player with proven success in strategic planning and streamlining of IT organizations. Proven track record of increasing productivity, reducing costs, and creating a proactive culture through processes, procedures, and delivering on internal/external customer needs with innovative solutions. I bring equally strong qualifications and real-world experience in the areas of information technology, management, business administration, project management, Agile software development and customer service. Implementing ITIL processes, enhancing infrastructure stability, developing proactive monitoring, instilling effective incident management, designing security frameworks and delivering production ready software solutions using both internal and outsourced resources are my passions. I am a highly technical manager with a hands-on approach to leadership that is equally comfortable designing solutions with the most technical engineers or working hand in hand with C-Level executives. Coaching, cross training, documentation, process improvement, and stewardship with my staff are the driving factors in my career.

* ***Entrepreneurship:*** Transformed struggling IT departments into successful, revenue generating operations with market changing products.
* ***IT Operations Management****:*Prepared organizations for success by implementing disaster recovery and business continuity processes, developing self-directed onshore and offshore teams, and measuring key performance metrics to make decisions.
* ***Digital Transformation:*** Instilled a culture of scalability, automation, collaboration, and open communication to drive change.
* ***Information Security***: Continually improving security posture against known and unknown threats through understanding each organization’s risk profile and tolerance, while consistently improving enterprise maturity and user awareness.
* ***Software Development:*** Implemented software development life cycle standards and processes to improve delivery and agility for internal and customer facing applications.

**KEY ACCOMPLISHMENTS**

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| **From Startup to Scale**  Instrumental in taking 2 companies to successful exits by establishing streamlined IT leadership and processes, restructuring development and project management, focusing efforts on lowering costs, increasing simplicity and scalability, and establishing automation standards. | **Enterprise IT Implementation**  Accomplished IT leader for medium to large enterprise businesses (500M - 2B), delivering value by updating obsolete technology and systems, building and hiring agile teams, implementing ITIL standards and overhauling information security. | **Restructuring SaaS Development**  Streamlined DevOPS teams to support agile project management and product delivery using SDLC methodologies. Systematically increased productivity by 120% for in-house and remote teams while reducing production bug fixes by 50%. |

**EXECUTIVE EXPERTISE**

**HARVARD SHARED SERVICES** | Miami, Florida 8/2014 – Present

***Chief Information Officer***

***Industry: National Building Service Contractor***

Joined as the company’s first CIO to transform a growing IT group into a modern IT operations team. This team includes applications, infrastructure, support, and information security supporting almost 10,000 employees in 48 states across 3 distinct companies: Harvard Maintenance, Harvard Services Group, and Harvard Protection Services. Leader to staff of 20 IT managers and specialists with a $10 million budget.

* IT Committee chair and member of the Harvard Leadership Team, responsible for developing key strategic initiatives and delivering foundational plans to support enterprise goals.

Key Achievements:

* Established first enterprise security program and information security team with 3 year maturity roadmap.
* Reduced overall telecommunications and networking costs by 22% while securing better service and faster speeds.
* Founding project sponsor for development of corporate Project Management Office (PMO).
* Established disaster recovery strategies, including implementation of a dedicated DR site.
* Created Agile DevOps team to drive automation and scalability of processes.
* Implemented ITIL service management methodology to drive core focus on change, incident, and problem management.

**ADVANTONE**| Plantation, Florida 5/2012 – 8/2014

***Chief Information Officer***

***Industry: Telecommunications and IVR/Call Center Platform as a Service Provider (PaaS)***

Joined as a much-needed change agent to this growing SaaS company to refresh their legacy platforms and kickstart development on a new flagship product. Started by strengthening the foundation of IT by simplifying and reinforcing infrastructure operations, then establishing new project management and QA processes to streamline delivery while reducing scope creep. This contributed to improved profitability and increased customer satisfaction. Finally, development and product management saw improvements by converting to an agile software development lifecycle methodology and a more structured product roadmap. Leader to staff of 30 IT managers, developers, and specialist.

* Provided thought leadership on the adoption of various IT technology standards, methodologies, platforms, architectures, and vendors.
* Identified opportunities and provided architecture design on the creation of new product driven by self-service and automatic provisioning.

*Key Achievements:*

* Reduced support calls by 35%, increased customer satisfaction score by 48%, and shortened ticket time to resolution (TTR) by 75%.
* Developed and launched new enterprise software product resulting in doubling company revenue.
* Played critical role in completion and transition of company sale to IntelePeer.

**WEST INTERACTIVE COPORATION** | Omaha, Nebraska 11/2009 – 5/2012

***Vice President of IT Operations***

***Industry: Telecommunications and IVR Platform as a Services Provider (PaaS)***

Originally with Tuvox corporation, then acquired by West Interactive in November of 2010. Oversaw Service Operations and Service Transition for multi-billion dollar enterprise. This encompassed Incident, Event, Change, Problem, Knowledge and Configuration management for WIC, in addition to Datacenter/NOC management for both Florida and Texas facilities. Leader to staff of 40 IT managers and specialists with a $15 million budget.

* Responsible for establishing and implementing strategic plans, policies, standards for IT teams.
* Managed 24/7 support teams across several IVR platforms.
* Provided customer project and product management and was responsible for delivery of enterprise wide software and feature updates.

*Key Achievements:*

* Led transition team for Tuvox acquisition, resulting in successful migration of customers, operations and management to West Interactive.
* Successfully shutdown operations of legacy Florida and Texas facilities with no downtime to customers.

**EXECUTIVE EXPERTISE**

**Tuvox**| Boca Raton, Florida 11/2009 – 11/2010

***Vice President of IT Operations***

***Industry: Telecommunications and IVR Software as a Services Provider (SaaS)***

Recruited to replace incumbent IT leadership by VC group to restructure IT and produce value in the existing products, leading to an acquisition by West Interactive. Leader to staff of 10 IT managers and specialists with a $5 million budget.

* Responsible for management of datacenters in Florida and Texas.
* Managed 24/7 Network Operations Center (NOC).
* Led infrastructure, database, and support teams.
* Administered all telecommunications adds, moves, and changes, including contract negotiations and management.

*Key Achievements:*

* Moved off-hours and weekend operations support offshore, reducing costs by 40% without sacrifice to service.
* Established centralized monitoring infrastructure with on-call escalation reducing overall downtime by 30%.

**PROSODIE INTERACTIVE**| Plantation, Florida 4/2007 – 11/2009

***Vice President of Operations***

***Industry: Telecommunications and IVR Software as a Services Provider (SaaS)***

Prosodie Interactive was an Industry Leading Technology Services Provider with more than 20 years of experience providing cost-effective IVR Solutions in North America. Started with Prosodie as Director of Operations and promoted to Vice President in 2008. Leader to staff of 10 IT managers and specialists with a $3 million budget.

* Responsible for datacenter management, including systems, network, telecommunications, and facilities.
* Led HIPAA and Katz compliance efforts.
* Provide operational support to sales, project management, and development teams.

*Key Achievements:*

* Established centralized monitoring infrastructure and 24/7 support and network operations center reducing unscheduled downtime by 20%.
* Implemented PCI compliance for organization within 1 year.

**EDUCATION**

**Executive MBA**, Business Administration, Smartly Institute, 2020

**BS**, Management Information Systems, American Intercontinental University, 2003

**PROFESSIONAL MEMBERSHIPS**

*ISACA South Florida*

Member

*CIO Council*

Member

**PUBLICATIONS**

*Customer Engagement Management and Technology*

*IOT in the Real World*

CIO Review

**CERTIFICATIONS**

*Certified Information Systems Manager (CISM)*

ISACA

*Certified Information Systems Security Professional (CISSP)*

ISC2

*Project Management Professional (PMP)*

Project Management Institute

**Skills & Technologies**

IT Operations ⦁ Strategic Planning & Project Management ⦁ Information Security ⦁ Software Engineering  
Digital Transformation ⦁ IT Mergers and Integration ⦁ Enterprise Architecture and Infrastructure Management   
Contract Negotiation ⦁ Vendor Management ⦁ Information Security ⦁ Governance ⦁ Risk Management ⦁ Compliance   
Staff Management/Development ⦁ ITIL Change/Incident/Problem Management ⦁ Agile/Scrum Methodologies ⦁ High Availability ⦁ Virtualization ⦁ Business Continuity ⦁ Disaster Recovery ⦁ Business Intelligence ⦁ Reporting/Dashboards NIST ⦁ HIPAA⦁ PCI ⦁ CIS ⦁ SIEM ⦁ Python ⦁ PHP ⦁ Azure ⦁ AWS ⦁ Linux ⦁ MySQL ⦁ MSSQL ⦁ Exchange ⦁ IIS   
SharePoint ⦁ O365 ⦁ Visio ⦁ Project ⦁ VMware ⦁ Laravel ⦁ Open Source ⦁ Veeam ⦁ Mimecast ⦁ Carbon Black