**Dr. Nelson Velez**

[nvcastro@gmail.com](mailto:nvcastro@gmail.com)

617-372-2422

Information Technology & Business Visionary with 20 years of verifiable experience in developing and executing operational strategies to promote organizational growth and significantly utilizing emerging technologies for higher education institutions and other verticals. Proven success in creating robust IT architectures and infrastructures to bring IT benefits and solve business issues while managing costs and risks, improving business processes, developing & deploying custom applications, and providing strategic technology directions. Dynamic management career with strong leadership, problem-solving, planning, team building, and project management skills combined with an ability to lead and help clients realize value for services. Peak performing business leader recognized for taking on major initiatives, adapting to changing environments, and resolving mission-critical issues ensuring bottom-line success. Well rounded experience in taking full responsibility for P&L and multi-million dollar budgets with a proven record of profitability in entrepreneurial ventures.

**- AREAS OF EXPERTISE -**

Information Security Management **⬥** Technology Architecture & Integration **⬥** Global IT Delivery & Project Management

Business Development **⬥** Risk Management **⬥** Budgeting & Cost Control **⬥** Enterprise Resource Planning & Integration

Customer Service & Satisfaction Management **⬥** Complaint Handling & Resolution **⬥** Organization & Staff Development

Competitive Bidding & Negotiations **⬥** Leadership, Teambuilding, & Training **⬥** Strategic Planning

# Credentials & PROFESSIONAL DEVELOPMENTS

**EDUCATION:**

Doctorate Business Administration (D.B.A.) (Information Systems) Walden University Minneapolis, MN (August 2019)

Master of Science in Management (Information Security) Colorado Technical University, CO (May 2009)

Bachelor of Science (Business Information Systems) University of Massachusetts, North Dartmouth, MA (May 2000)

**CERTIFICATIONS:**

* Information System Certificate
* Information Systems Security Management
* Security Certification & Accreditation
* Security+ & Network+ Certification
* CCENT, CCNA
* Project Management Certificate
* EMC Information Storage Management Certification

**PROFESSIONAL TRAININGS & DEVELOPMENTS:**

* Cisco Call Manager & Unity Training
* ORTONICS Technician Training
* Project Management Training
* Certified Information Systems Security Professional
* Leadership Training for New Managers
* Windows 2012 Server, Windows 10,
* CCNA Security
* A+
* Tableau (Data Analytics)

**PUBLICATIONS:**

*‘Tips to Build a Solid Foundation in IT’* Certification Magazine (Oct 4, 2010)

*‘It is time for a New Approach to Vendor Certifications’* Business Review USA (Sept 30, 2010)

*‘The Changing Nature of Certification Renewal’* Certification Magazine (Jul 12, 2010)

# Professional Experience

Full-Time Faculty

University of Massachusetts Boston (Sept2012-present)

Courses

* Networking
* Information Security
* Project Management
* Business Statistics
* Management Decision-Making
* Management Information Systems
* Management Information Systems for Managers (graduate course) Umass Boston

Sr. System Administrator

Stavis Seafood, Boston, MA (Jan2012-Aug2012)

* Oversee company-wide information systems. Three sites two in MA one in FL.
* In charge of Cisco Routers & Switches administration, maintenance, and configuration
* Provide support to Microsoft Active Directory infrastructure and network end users.
* Manage Exchange 2010 email server
* Manage IT inventory, design internal service level agreements
* Manage virtual environment using VMWARE and Storage SAN and NAS technology
* Support Cisco Unified Communication. Call Manager, Unity, and Presence.
* Manage procurement process for services
* Deployed Cloud computing technologies for backups
* Manage Trend Micro System application for endpoint protection
* Manage Help Desk daily operations and staff

Technical Director SUNGARD HIGHER EDUCATION, UNIVERSITY OF BRIDGEPORT (JUN 2011-DEC-2011)

***Key Accomplishments:***

* Wrote a complete business continuity plan for The University of Bridgeport to help the clients with a set of protocols and procedures to follow in case of a disaster, and provided options to lower the risk of losing business-critical data.
* Successfully performed an ERP system restore exercise from tape engaging different resources from SGHE and UB, with an objective to realize the data recovery time during system failure and provided valuable information to the clients.
* Established new business relations with a strategic business partner who meets all client expectations and improved the computer/ laptop purchase and delivery turnaround significantly from three months to two weeks.
* Deployed new technology at no cost to the client (savings 10-15 thousand dollars) and improved data center devices monitoring and lowered security risks.
* The client realized the value in the services during security vulnerability at the application layer with one of the production servers at UB, when SGHE resources were immediately deployed to help, and managed the situation seamlessly.
* Counseled staff one-on-one in re-development of professional goals. Collaborated to create professional development plans for direct reports. Tracked progress and offered timely advice to encourage success.

***Key Responsibilities:***

* Manage Technical and Network Support departments with a team of 12 staff members; report to the CIO.
* Plan & develop the day-to-day policies and procedures at the client location necessary to carry out computer operations.
* Coordinate with end-users to determine service quality and need identification, and meet data processing managers to determine the impact of proposed changes in hardware/software on computer operations and service to users.
* Review daily logs and reports to detect slowdowns/errors, perform root cause analysis, and design apt remedy plans.
* Consult with software/hardware vendors and workers to solve problems impeding computer processing; evaluate and determine usefulness and compatibility of new with existing software/hardware; also evaluate proposed data processing projects to assess hardware adequacy, and recommend equipment purchase. Develop budget and monitor expenses.
* Direct activities of tape library/backup system to ensure the usage of disaster recovery and business continuity capabilities.
* Strategically use resources for Email troubleshooting, Network configuration, and deployment of new technologies.
* Accountably monitor all network devices, applications, vendor management, and procurements of goods.

BUNKER HILL COMMUNITY COLLEGE, BOSTON, MA (SEPT 2005 - JUN 2011)

Director Network Operations (Jun 2007 - Jun 2011)

* Led a team of four members and oversaw college-wide network infrastructure & security; provided project management supervision, and technical support in creating network security policies, procedures, & guidelines; reported to CFO/ VP.
* In-charge of college data security processes and procedures, created Information security policies for Internet Use, Password, User Name Convention, Password Expiration Time, User Account, and Access Control.
* Initiated notably in helping the college reduce cost by 30%, increase courses offerings, and be the first community college in Massachusetts to pass successfully the PCI compliance audit in 2009-2010.
* Conducted network assessment for contracts and software licenses, and discovered 13 different Cisco contracts with equipment support ending at different times; consolidated and co-terminated all for better contract management.
* Established business relations with Cisco Gold Partner and negotiated up to 45% on every Cisco System purchase with notable savings; reduced 40% of Microsoft licenses cost by exercising better judgment on OS version to be deployed.
* I have managed a $300,000 department budget, Cisco Systems Support Contracts, and Microsoft Campus Agreement.
* Successfully managed IT projects including wireless, storage area network, virtualization, deployment of an intrusion prevention system, packet shaper, network documentation, and cloud computing.
* I have managed a project in the virtualization of 35 physical servers eliminating a whole rack of servers.
* Built a business case using the concepts of the economy of scale to receive 121,000 for a new Storage Area Network.

Adjunct Faculty Member - CIT Department (Jan 2006 2011)

* Reported to the College Dean; taught courses such as Windows Server Environment, Network Security, and Wireless.

EDP System Analyst IV (Sept 2005 - Jun 2007)

* Oversaw system maintenance and maintained the College Data Center, up and running 24x7x365 successfully.
* Administered the project to deploy ERP system data storage and backup solution, and first campus wireless network.
* In charge of Cisco Routers & Switches administration, maintenance, configuration, and VERITAS backup server.
* Part of the Disaster Recovery Team and Microsoft Exchange 2003 server migration and deployment project team.
* Provided support to Microsoft Active Directory infrastructure and network end users devices using group policy.

**PRIOR EXPERIENCE:**

* Network Administrator HEWITT ASSOCIATES, SAN JUAN, PR (AUG 2003 - APR 2005)
* Cisco Networking Academy Coordinator EDUCATIONAL COMPUTER CENTER PR (2002 - PRESENT)
* Contractor PHARMACIA (NOW PFIZER PHARMACEUTICAL) (2002 - 2003)
* Cisco Networking Academy Program Coordinator ASPIRA DE PUERTO RICO (2000 – 2002)
* Jr. System Administrator INTERNET SECURITIES (1999 - 2000)
* Teacher Assistant & Computer Lab Technician UNIVERSITY OF MASSACHUSETTS, DARTMOUTH (1996 - 1998)
* IT Technician FEDERAL GOVERNMENT (1996 - 1998)