­­­Ramón J. Torres, MBA

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Professional summary

IT professional with vast experience and creative approach in managing high demand teams. Proven ability in leading critical projects, change management focused on new technologies, practices, procedures, operations and internal policies. Established compliance with federal and local industry regulations such as HIPAA, SOX and ITIL. Proactive approach on minimizing systems and infrastructure downtime. Managed in Hospitality, Insurance, Tele-Communications and Security fields. Communicate complex technical terms to executive teams, stakeholder interaction in English and Spanish. Proven real world experience in designing, creating infrastructure, applications, systems, developing capacity, systems & processes. Background focused on systems development lifecycle, covering requirements, design, development, testing, and delivery. LATAM market expertise

Technical skills

**Servers:** Windows Server / HP /Dell /IBM /EMC / Solaris Servers, IBM Mainframe

**Infrastructure:** VMWare, Cisco Ubiquiti, Meraki, VPN, LAN, SD-WAN, SAN, Large Data Center Management, Security protocols, A/V principles, web services, e-commerce, vendor management

**Operating Systems:** OSX, Linux, UNIX, Windows, Oracle

**Tools:** Azure (SaaS & PaaS), SAP, PeopleSoft, ADP, Kronos, AMDOCS, Office 365, VOD Software, Visio, Project, Salesforce, Microsoft Dynamics, HP QC, ServiceNow, Spiceworks Ticketing, Micros, Ving Card, Veem, Fluke, SolarWinds, ConnectWise, Cognos,

**SAN/ NAS:** 3PAR, EMC, IBM PureFlex, Veritas NetBackup, Acronis

**Regulations/Standards/Methodologies:** SOX, ITIL, Change and Project Management, MDF, IDF

Work experience

**Cano Health** Miami, FL November 2018 – Present

**Director of Information Technology**

* Manage individual team member performance, ensuring that specific and measurable KPIs are agreed and met
* Performance management of team was key in implementing ITIL foundations
* Managed a team of fourteen IT professionals responsible for all corporate and local office systems, including applications, data center, servers and storage, PCs, and telecom. Reported to the COO.
* Completed a current state assessment; authored the firm’s IT strategy and project roadmap.
* Implemented changes resulting in over $1 million in operating expense savings in the first year.
* Designed and implemented infrastructure strategy for new insurance processing system, Help Desk call center, and EDI processing of claims.
* Directed and managed all technology needs for a diversified company with over 900 employees in 4 states.
* Planned and managed a technology budget of up to $3 million annually.
* Planned and managed physical-to-virtual server migration; retired over thirty servers and saved over $250K in operating expenses.
* Led the evaluation and selection of a new ERP system for the firm.
* Reorganized the Technical Services team to improve service levels and expand career opportunities.
* Transformed the Applications team to properly align skills with ongoing duties.
* Organized all IT functions around partnerships to better support business unit goals.
* Managed IT infrastructure including Network LAN, WAN, MPLS Data Network, Data Centers, Disaster Recovery facilities, ERP applications, telecommunications, various third-party applications including CRM, Internal reporting, database management and IT help desk.
* Developed IT standards and policies designed to streamline desktop and software support.
* Instituted Steering committee to align IT initiatives and improve organizational operations.
* Managed all IT vendor relationships, negotiated related contracts and created annual IT business plan and budget ($3M+) reflective of corporate and business unit initiatives.
* Assessed the capabilities maturity state of the legacy IT infrastructure and personnel, developed and implemented an action plan for departmental improvement.
* Improved the perception of the corporate IT function from business inhibitor to business enabler as evidenced through direct customer feedback and service satisfaction surveys.
* Established and maintained relationships with vendors, suppliers and service providers.
* Developed and instituted formal IT processes, policies, procedures and a Service Knowledge Management System to help the company attain and maintain ISO 9000 and ISO 20000 certifications.
* Developed strategic and tactical goals for corporate information systems
* Developed and managed corporate information technology budget
* Managed IT personnel and full lifecycle of information technology infrastructure, applications and services.

**KLX Aerospace** Miami, FL March 2018 – November 2018

**Sr. Manager Application Support**

* Manage individual team member performance, ensuring that specific and measurable KPIs are agreed and met
* Performance management of team was key in implementing ITIL foundations
* Manage Application Support on internally and externally developed applications as well as vendor hosted application services with emphasis on desktop support for key stakeholders
* Experience in IT service delivery, with direct business engagement managing vendor relationships
* Led successful migration of 200+ B2B connections into new system infrastructure to support company merger/acquisition
* Developed business roadmap to improve B2B channel function and performance which resulted in 12 system enhancements and set new industry standards around B2B e-Commerce
* Produced documentation on disaster recovery, security guidelines, remote access, and training procedures
* Developed an application support team that provided IT support services to global equity swaps market traders based in the U.S. and Europe
* Negotiated SLA and statement of work (SOW) levels and identified KPI's for solution validation
* Developed use and test cases to guide development and implementation of proprietary applications
* Obtained, installed & configured third party software components as well IT in-house support.
* Took front line administrator communications, documented application and administrative issues and highlighted bugs in the underlying product for the development team.
* Created training for support of new applications functions and customer customizations.
* Provided 24 x 7 escalation point for critical issues or outages
* Led high profile server consolidation project resulting in lower hardware and maintenance costs, centralized administration and improved accessibility
* Managed 28 member onshore and offshore customer support team that responded to 12,000+ helpdesk tickets annually from USA, Europe, and India in 2 different ticketing systems

**Bupa Global** Miami, FL December 2016 - March 2018

**Sr. Manager Application Support LATAM Market**

* Active member of UK Audit Get to Green after Brexit to comply with all US and UK IT Audits
* Manage, develop and coach Business and Programmer Analysts, demanding greatness from every member of the team, ensuring SLA’s are consistently achieved and ensuring personal development plans are in place
* Active member in the creation and implementation of Bupa’s DR disaster recovery (DR), Business Continuity Plan (BCP) including initial development, systems assessments, training, testing and final execution in production environment
* Production desktop support and triage for all incidents, request, backlogs, ensuring each is appropriately prioritized and progressed effectively
* Oversee management of all SOX events, ensuring that issues are addressed in a timely manner based on impact and priority
* Govern IT security, compliance, and IT SOX audits meet the stakeholders’ strategy and business needs
* Contribute towards and influence strategic decisions relating to software architecture
* On-boarding new IT systems into the Production Services function, acting as the interface with the Global Solutions Delivery and where appropriate being embedded in major change projects and programmers
* Act as an IT systems subject matter expert, across all aspects of business process and technology.
* Resolve IT Incidents, observing operational priority, impact and SLA
* Address IT Events in a timely manner, escalating where appropriate and ensuring good proactive communication to all relevant stakeholders
* Focus on root cause analysis and resolution for re-occurring Incidents and Events
* Respond to IT queries in an informed and helpful manner, seeking opportunities to provide innovative and insightful information and ideas
* Deliver timely and appropriate communication to stakeholders and internal customers, providing acknowledgement and effective updates
* Act as a single Bupa Global IT function, supporting systems and colleagues across the Market Unit
* Work in partnership with in-sourced and outsourced IT service providers, including Global IS&T and overseas-based IT support managed service functions, ensuring that SLAs and OLAs are met and escalating where not
* Work with 3rd party vendors to resolve IT issues relating to 3rd party supplied IT systems and services, taking ownership of the outcome and ensuring that SLAs and OLAs are met and escalating where not
* Keeps abreast of current and emerging technologies and actively looks for ways to incorporate technology for the overall benefit of the business
* Understands business objectives and continually seeks ways to improve business operations, efficiency and cost effectiveness
* Create and maintain documentation for configuration throughout the system development life cycle

**Claro (Puerto Rico Telephone Company)**  San Juan, PR February 2015 – August 2016

**Sr. Manager Applied Systems LATAM Market**

* Responsible for production environment desktop support for all LATAM users comprised of developers and sys admins
* Maintaining knowledge of current and prospective technology trends, keeping in mind future technology strategies
* Managed the [installation](http://en.wikipedia.org/wiki/Installation_%28computer_programs%29), [configuration](http://en.wikipedia.org/wiki/Computer_configuration), [upgrading](http://en.wikipedia.org/wiki/Upgrade), [administration](http://en.wikipedia.org/wiki/System_administrator), [monitoring](http://en.wikipedia.org/wiki/System_Monitoring), [maintenance](http://en.wikipedia.org/wiki/Software_maintenance), and [security](http://en.wikipedia.org/wiki/Computer_Security) of virtual, on-site, and cloud based database operations
* Direct coordinator of analysis, design, programming, and final implementation of new and existing Database strategies, while managing Database team both on and off site
* Office 365 implementation in large user environment with end to end encryption for all users with emphasis on security controls and monitoring
* Assumed DBA managerial responsibilities and optimized design of data structures, processes for multi-site metrics collection, utilizing Oracle Enterprise Manager
* B2B experience focused on acquiring of new technologies while crating user manuals for non-technical personnel
* Established system needs, visualization, and collection strategies in partnership with development and engineering teams focused on desktop support
* Oversaw and monitored performance of 18 direct employees and 5 external contractors focused on Database operations and migration from Oracle 9G – 12G
* Create and help test a new Development environment and upgrade production release
* Experience in developing and creating policies in support of compliance initiatives with excellent knowledge of Sarbanes-Oxley (SOX 404) requirements, internal IT Audit Standards and Risk Management
* SOX 404 IT Control with Internal and External Auditors aimed at assessing existing implementation of controls over users while developing and evaluating existing controls aimed at regulation of PCI standards
* Assisted in establishing security exceptions, risk assessment, policies-procedures and control activities are in place to address the identified risks, monitoring processes set in place to evaluate the efficiency and report on the effectiveness of the design and execution of the controls
* Creation, modification, and publication of user manuals with documentation for all applications used by Database Administrators and SysAdmins for deployments, projects, upgrades, legacy systems, server refresh, virtualization, web logic, and operating procedures
* Implemented SaaS and PaaS within Microsoft Azure simplifying application deployments and reduction of operational budgets
* Allocated system storage and [pla](http://en.wikipedia.org/wiki/Planning)nned future storage requirements for database system
* Developed, designed, and implemented database [strategies](http://en.wikipedia.org/wiki/Strategy), [system monitoring](http://en.wikipedia.org/wiki/System_monitoring), enhanced [performance](http://en.wikipedia.org/wiki/Computer_performance) capabilities, SAN storage and future expansion requirements
* Led business-critical information security initiatives for large financial institutions involving encryption of customer data to ensure compliance with change in federal laws
* Established standards and schedules for database backups while establishing disaster recovery procedures for each database and ensuring backup schedules met federal, local governance
* Conducted SOX, NSA, internal audits in addition to implementing all company regulations and best practices
* Assisted, trained, facilitated, and coordinated the delivery of procedure documents, process diagrams, metrics reports, capability requirements, and training/communication documents
* Distributed workload among employees, appraising performance, rewarding and discipline of employees
* Coordinated software development for Database dept. using SDLC principles with external contractors for application to be used in house
* Partake in the QA and release management of new and changes to applications through thorough testing, debugging and user acceptance before planning and executing deployment into production

**Hilton Worldwide** San Juan, PR & Miami, FL August 2010 – February 2015

**IT Area Manager**

* Quickly and accurately, perform troubleshooting and repair of applications minimizing downtime
* Oversaw management team for Hilton portfolio comprised of four casinos and seven major resorts
* Created daily checklist for troubleshooting hotel and casinos all endorsed by PR Tourism Board regarding Cisco, HP, Dell, and IBM routers, switches, and servers, POS, Key Encoders
* Worked closely with marketing, general managers, security, facilities and the director of operations to ensure communication and proper planning of entertainment for the entire property
* Responsible for communicating with vendors, obtaining costs, understanding all rules and regulations of particular venues, ordering services, creating timelines and providing on-site support
* Managed desktop support and ticketing for all Hilton properties in Puerto Rico
* Direct contact with all internal / external vendors to ensure minimal downtime in IT operations
* Produced all IT SOP’s and ensured all vital casino network securities and compliance audits
* Implemented Video Checkout for hotel guests allowing for check in/out using VOD services
* Maintained close relations with PSAV for ensuring all audio/video and VOD services were able to function at conference rooms ranging from 10 – 10,000 guests in various media formats
* Assigned VLAN for segmenting network traffic and allowing HD stream for all conference rooms
* Conducted Risk management and oversaw the certification processes with Hilton University and apps
* Managed OPEX and CAPEX budget allocation, vendors, payroll, & external services for LATAM properties
* Conducted business requirements analysis to understand the business problems at hand
* Maintained excellent product knowledge and applied IT principles to deliver full system benefits for users in all departments
* Evaluation of all overall SOX IT controls, risk assessments, communications, monitoring, and identified separate control entities for applications and users

Education

**Doctor of Philosophy Organizational Leadership and Technology*,* Ph.D.**University of Miami, Coral Gables, FL / Expected Completion in 2021

**Master’s Business Administration & Technology Management, MBA**

University of Phoenix, Phoenix, AZ / Graduated Summa cum laude

**Bachelor of Arts Computer Information Systems & Digital Design, BA**

EDP University of Puerto Rico, San Juan, PR / Graduated Summa cum laude