# PROFESSIONAL SUMMARY

**Experienced IT Executive with a proven track record of driving digital transformations, aligning technology with business goals, and delivering impactful results. Expertise in leading ERP integrations, managing complex IT and cloud projects across eCommerce, B2B, B2C, and compliance-driven environments. Proven ability to lead cross-functional teams, implement cybersecurity frameworks, and optimize IT operations to support scalability, enhance security, and achieve strategic growth.**

# EXPERIENCE

**Director of Information Technology, National Oak Distributors**  February 2018 – Present

* Defined and executed the organization's technological vision, ensuring alignment with overarching business strategies and optimizing IT infrastructure to support growth and operational efficiency.
* Implemented an AI-powered predictive analytics platform, integrating it with the company's ERP system to optimize inventory management, streamline operations, and enhance customer engagement, while driving business growth through targeted marketing and AI-based product recommendations that boosted sales.
* Directed IT and Cyber Governance, Risk, and Compliance (GRC) operations to align organizational IT security practices with organizational risk tolerance and regulatory standards.
* Spearheaded several major network infrastructure upgrades, integrating core data center servers with redundancy to minimize the risk of single hardware failures, reducing daily outages by 99%. Enhanced remote site reliability and visibility into mission-critical systems. Strengthened data security by implementing layered defenses, resulting in full PCI compliance.
* Automated Warehouse Management System (WMS) with advanced scanning technologies, increasing inventory accuracy by 20%, reducing order fulfillment time by 25%, and improving operational efficiency.
* Restructured disaster recovery policies, aligning them with business continuity goals, reducing potential downtime risks, and enhancing response times during critical incidents.
* Managed a $4.5 million IT budget, successfully overseeing the implementation of multiple software and hardware upgrades that improved system performance and user satisfaction.
* Developed a top-down approach to IT project management in collaboration with the Executive Steering Committee, aligning technology initiatives with the company’s long-term strategic vision and financial goals.
* Led the seamless integration of IT systems during three post-acquisition transitions, ensuring uninterrupted operations and business continuity while minimizing disruptions and aligning new systems with organizational goals.
* Enhanced daily IT operations by driving initiatives in vulnerability assessments, access management, configuration control, patch management, change management, and configuration management, leading to improvements in overall system security.
* Collaborated with ecosystem partners and business units to implement IT and information security policies in line with NIST standards (NIST 800-53, NIST 800-171, NIST Cybersecurity Framework), ITIL best practices, and the Val IT framework.
* Provided executive-level and board of directors reporting, delivering quarterly updates on key technology projects.
* Launched a corporate-wide system security awareness program, reducing the risk of social engineering attacks through targeted user education and behavior modification.
* Strengthened system security by rolling out new security training, policies and procedures enhancing overall system resilience.

**Enterprise Technology and Cybersecurity Consultant, Allied Home**  February 2016 – February 2018

* Served as strategic partner, driving the company's technology strategy, optimizing IT investments for business growth, and ensuring cybersecurity compliance with NIST standards.
* Collaborated with the COO and CEO to develop and execute a long-term IT strategy and tactical plan, enhancing network reliability and upgrading ERP systems to scale with the company’s growth trajectory.
* Designed and implemented secure technical infrastructure, architecting systems to support organizational expansion while ensuring compliance with security standards.
* Introduced RF scanner technology, significantly improving inventory visibility, reducing excess raw material purchases, and boosting employee productivity.
* Integrated ERP and Sage data, resulting in more accurate and streamlined financial reporting, improving Balance Sheet, Income Statement, EBITDA, and P&L analysis.
* Automated the receiving process, reducing receiving time by 20% and increasing overall inventory accuracy, leading to more efficient supply chain operations.
* Improved customer invoice accuracy by implementing real-time scanning procedures, ensuring that only physically shipped items were invoiced, reducing billing errors by 60%.
* Led hands-on technical support for virtual server and storage infrastructure, optimizing system performance, reducing downtime, and adding layered security measures.
* Streamlined the drop ship process by eliminating nonessential steps, partnering with C-Level executives and cross-functional teams to increase operational efficiency.
* Defined new ERP business requirements and oversaw development teams, ensuring successful project completion on time and within budget, meeting business objectives and end-user satisfaction.
* Partnered with third-party vendors to upgrade VMware and SANs, improving system availability and disaster recovery

**Director of Information Technology, ZUUS Country** April 2012 – February 2016

* Led strategic planning and execution of IT initiatives, ensuring robust infrastructure, system security, and optimal performance while driving innovation and digital transformation with a cross-functional team.

**Director of Information Technology, Hollander Home Fashions** Oct. 2007 – March 2012

* Spearheaded the IT department at Hollander Home Fashions, leading strategic planning and operational execution of technology initiatives, Oracle EBS Implementation, infrastructure management, and cybersecurity protocols to support corporate objectives and enhance organizational performance.

**Director of IT Operations, All American Semiconductor**  August 2006 – August 2007

* Directed the IT Operations at All American Semiconductor, overseeing infrastructure management, strategic planning, improvements to JD Edwards ERP and the implementation of cutting-edge technology solutions to enhance system reliability and drive continuous operational Improvements.

# Education/Professional Development/Certifications

ISACA (ISC)2

Certified in Governance of Enterprise IT (CGEIT) Certified Information Systems Security Professional (CISSP)

Certified in Risk and Information System Control (CRISC) Cisco

Certified Information Security Manager (CISM) CCNA (Cisco Certified Network Associate)

EC-Council Microsoft

Certified Chief Information Security Officer (C|CISO) Planning, Implementing and Maintaining Active Directory

Computer Hacking Forensic Investigator (CHFI) Installing and Managing Microsoft Exchange Server

Cyber Security & Ethical Hacking (CEH) Managing & Troubleshooting Microsoft Exchange Server

Management and Strategy Institute VMware

Six Sigma Green Belt VMware vSphere: Manage ESXi and vCenter Server

Sterling Commerce Knowledge United

Gentran Server for Windows Linux Administration

Palm Beach Community College Oracle University

Communication Skills for IT Professionals Oracle Database – SQL

Oracle Database: Program with PL/SQL

DeVry University Oracle E-Business Suite Essentials for Implementers

Bachelor of Science in Technical Management R12x Install Patch Management Oracle E-Business Suite

# Skills

Strategic Planning & Execution • IT Governance • Risk Mitigation & Risk Monitoring • Change Management • Project Management (Agile, Waterfall) • Financial Budgeting & Benefits Realization • Google Workspace • Cloud Solutions (Azure, AWS) • Data Center Operations • VMware VeloCloud • SD-WAN, Network Infrastructure • Vendor Management • WMS (Warehouse Management Systems) • EDI • Data Warehouse • SQL • NIST Standards (800-53, 800-171, Cybersecurity Framework) • PCI Compliance • SOX Compliance • Disaster Recovery & Business Continuity • Incident Response & Vulnerability Management • CIS Top 20 • OWASP Top 10 • NIST CSF • Information Security & Network Security • SIEM • Encryption Protocols • Cybersecurity Awareness Programs • AI-Powered Predictive Analytics • Python • VMware vSphere & SAN Management • Cybersecurity Tools • Microsoft Hyper-V • Microsoft 365 • ERP Solutions (Oracle EBS, JD Edwards, NetSuite, Microsoft Dynamics, Lawson) • eCommerce (Magento, Shopify)