LUCAS RODRIGUEZ

IT Operations Leader | Systems Architecture | Project Management

☎ +1-(234)-555-1234 @ Email 🔗 linkedin.com 📍 San Antonio, Texas ☆ Extra Field

SUMMARY

Enthusiastic IT Operations Leader with over 10 years' experience. Skilled in Windows, Linux, and project management, led team to a 30% system uptime improvement. Passionate about using technology to enhance business outcomes.

EXPERIENCE

IT Operations Manager

USAA
📅 06/2020 - Present 📍 San Antonio, TX

- Led a team of 15 IT professionals, improving system uptime by 30% through enhanced monitoring and proactive maintenance measures.
- Developed a strategic IT roadmap that aligned with corporate objectives, resulting in a 20% increase in operational efficiency across departments.
- Implemented rigorous security protocols that reduced data breaches by 50% year over year, ensuring the integrity of sensitive information.
- Successfully managed a cross-functional team during a system migration project, keeping the project within budget and ahead of schedule by two months.
- Established a training program for staff, increasing the team's productivity by 25% by equipping them with the latest technology skills.
- Spearheaded an upgrade to the corporate network infrastructure, reducing connectivity issues by 40% and enhancing user experience.

Systems Administrator

H-E-B
📅 09/2016 - 05/2020 📍 San Antonio, TX

- Managed enterprise-level Linux and Windows servers, ensuring 99.9% uptime and reliability for critical business operations.
- Planned and executed a security enhancement project, which included firewall upgrades, reducing potential vulnerabilities by 60%.
- Collaborated with development teams to optimize application server performance, resulting in a 35% decrease in load times for high-usage applications.
- Streamlined disaster recovery processes, cutting down recovery time by 50% and ensuring continuous service availability.
- Facilitated company-wide IT training sessions that increased awareness and adherence to new cybersecurity protocols by 70%.

Network Administrator

Whataburger
📅 08/2013 - 08/2016 📍 San Antonio, TX

- Configured and maintained network components, achieving a 35% reduction in network downtime through strategic upgrades.
- Implemented a comprehensive VOIP system, enhancing internal communication and cutting telecommunication costs by 20%.
- Monitored and optimized network traffic, increasing data throughput by 15% and improving user experience across multiple branches.
- Performed regular audits on network security, mitigating potential risks and ensuring compliance with corporate standards.

EDUCATION

Master of Business Administration

University of Texas at San Antonio
📅 01/2014 - 01/2016 📍 San Antonio, TX

PROJECTS

Open Source Network Optimization Tool

Developed a tool for optimizing network bandwidth management, improving data throughput. Available at github.com/optimizenet

Linux Server Monitoring Script

Created a comprehensive script for monitoring server performance metrics on Linux environments. Available at github.com/lsmonitor

KEY ACHIEVEMENTS

🏅 **Reduced IT Operational Costs**
Achieved a 20% cost reduction in IT operations by optimizing resource allocation and streamlining vendor contracts.

💙 **Enhanced System Uptime**
Increased system uptime by 30%, resulting in smoother operations and significant improvements in user satisfaction.

⭐ **Successful System Migration**
Led a complex system migration project, resulting in zero downtime and improved post-migration performance metrics.

💡 **Improved Network Security**
Implemented security measures that reduced data breach attempts by 50%, safeguarding sensitive organizational data.

SKILLS

Windows, Linux, Systems Administration, Networking, Information Security, Project Management

EDUCATION

Bachelor of Science in Computer Science

Texas A&M University   📅 01/2009 - 01/2013   📍 College Station, TX

LANGUAGES

English   Native ●●●●●   Spanish   Proficient ●●●●