**Richard Cruz**

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**PROFESSIONAL SUMMARY**

Driven and focused iSeries **Applications Support** leader with a proven track record in systems design, implementation, and deployment of technology solutions. Demonstrated success in defining project specifications, establishing project goals, resources, and deliverables. Self-motivated and an out-of-the-box thinker, consistently pursuing new challenges and expanding knowledge. Excellent communication, people, organizational, analytical, and problem solving skills. Results driven in the most demanding environments. Bilingual, English and Spanish.

**AREAS OF EXPERTISE**

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| --- | --- |
| * Business continuity * Backup/Disaster recovery * Project Management * Change Management | * 15+ Years iSeries/AS400 experience * 15+ Years IT Department Management * 15+ Years Applications Management * 15+ Years Staff Management |

**PROFESSIONAL EXPERIENCE**

**ADVENTIST HEALTH SYSTEM**, Altamonte Springs, FL **2004 - 2014**

*The Adventist Health System, based in Orlando, Florida, is a non-profit health care organization which operates facilities within the Southern & Midwestern regions of the United States.*

***Manager of Applications Support***

Managed 13 programmers and analysts who supported the financial software systems for 40 facilities on an IBM iSeries P7 platform. Provided development/maintenance programming, support, and version upgrades for these applications. Active member of the change control committee which reviewed and approved changes to the legacy system as well as participated on various IT steering committees which prioritized and approved projects. Personnel reviews as well as hiring/firing. Created yearly budget figures for submission to the CFO. Project planning and deliverable accountability were part of my daily tasks. Worked with executive leadership in major project planning.

* Received the Best Practice Distinction Award for employee engagement and performance. Created a productive and collaborative environment that produced a team of innovators with high customer satisfaction surveys. This effort improved staff efficiency and increased morale.
* Organized staff transition in preparation for decommissioning of legacy systems. Leveraged the knowledge base from our current staff to successfully build new application systems. These efforts saved time and money by immediately responding to the need and still maintaining the current support model on the legacy systems.
* Implemented and managed enterprise secure file transfer server, which provided control over what data was being sent outside our network adhering to HIPPA standards**.**
* Created change management workflows and policies which ensured compliance with internal audits therefore allowing control of software changes on the legacy systems.
* Brought together the necessary resources to successfully recover from a major system

database failure on the AS/400. The outcome of this recovery saved the company’s financial

information and avoided a loss which would have been catastrophic.

ADVENTIST HEALTH SYSTEM (Continued)

* Implemented and managed enterprise crystal reports server which resulted in a single enterprise wide reporting solution and saved time and money by decommissioning the other reporting solutions.
* Successfully managed a project that upgraded the legacy system for ICD-10 compliance. Testing the billing system ahead of time ensured the system was operational for CMS and payors.
* Organized support staff to provide 24/7/365 availability without compromising current project deliverables. By working with the help desk the client base was able to receive immediate support including weekends and holidays which increased customer satisfaction scores.
* Effectively organized multiple teams in resolving ongoing issues with software. On request from the CTO/VP created and led a special team comprised of network admins, programmers, analysts, and vendors to resolve performance issues with a product that was performing poorly. After thirty days all problems were resolved.

**ADDITIONAL RELEVANT EXPERIENCE**

**DATASYS**, Winter Springs, FL

***Consultant***

Hospital Software Consultant based in Central Florida providing AS/400 IT leadership and ensuring software application support. Guided implementations from start to finish. Worked with executive leadership on deliverables and executed project plan with vendors.

* Provided on site IT management and application systems support, which provided the client the control needed when working with vendors.
* Completed a new computer room design for a client, which provided an accurate perspective on what was required for current needs as well as future expansion.
* Recovered an AS/400 which had bad backup tapes. The client had bad tapes in their backup library and needed to mix backups in order to recover their system. The system was up and running in two days.
* Provided IT Director services, organized the IT staff and hired a full time director for a client.

**EDUCATION**

Successfully completed approximately 90% of all required coursework toward a Bachelor of Science Degree (BS) Cybersecurity, Mercy College, Dobbs Ferry, NY Estimated graduation May 2015

Information Technology (coursework), University of Central Florida, Orlando, FL

Took higher level coursework in the Information Technology track.

Associates of Science Degree (AS) Information Technology, Seminole State College, Lake Mary, FL

Information Technology track including; network, web design, and web programming courses.

Associates of Arts Degree, (AA), Computer Science, Rollins College, Winter Park, FL

Computer Science coursework completed using Java as the programming language.