

Business Development / Vendor Management / Sr Technology Leader

A technology leader with business development drive and **Big Four** consulting/ large company experience expert at positioning solutions to key decision makers with multi-disciplinary teams while communicating with upper-level management to resolve complex issues.

Purdue University, Master of Science in Computer Science West Lafayette, IN
Florida International University, Bachelor of Science in Computer Science Miami, FL

Terremark Worldwide 2008 - Present
Program Director Miami, FL

- Develop solutions maximizing the value of Terremark offerings by combining them with vendor offerings.
- Analyze existing offerings in light of customer needs and define lead generation, purchasing processes and supporting supplier relationships for making those solutions available.
- Established and now run a marketing series driving consistent 30 to 60 person attendance and improving brand recognition with IT infrastructure, security, web development and online marketing customers.
- Mastered the use of direct email marketing & social media tools to drive event attendance and generate leads.
- Applied for and tapped into \$110K of vendor marketing development funds to finance internal programs.

Cima Solutions Group, IBM Premier Business Partner 2007 – 2008
South Florida Territory Manager / Security Practice Director Miami, FL

- Established the firm's IBM business continuity, IT optimization/virtualization, and security/compliance solutions in the South Florida territory.
- Launched a security/compliance practice adding IBM's ISS products and services to the firm's offerings.

Independent Purchasing Cooperative (IPC) / Subway Restaurants 2005 – 2007
Director of Information Technologies Miami, FL

- Head up the purchasing cooperative's IT organization with a \$5M budget supporting an \$8B restaurant spend.
- Increased data center availability by moving all infrastructures from HQ offices to Terremark's NAP of the Americas co-location center. Kept to the \$750K budget and six month timeline with zero user outages.
- Managed the team's roll out of a food quality system enabling collaboration between suppliers, distributors and restaurants. The enhancements enabled teams to monitor, quickly identify and respond to food quality issues.
- Established a PMO and steering committee for prioritizing projects and identify low ROI projects. New procedures led to four headcount savings enabling programmers to focus on new projects.
- Established an ITIL-based service, change and release management processes increasing delivery schedule predictability, deliverable quality, and customer satisfaction.

Bank of America / TekSystems 2004 – 2005
Contractor- Senior Manager of Information Security / Risk Management Charlotte, NC

- Expanded a 3-person consulting engagement into a 12-person \$4 million risk management organization. The bank established a permanent internal organization using the program we prototyped.
- Program carried out information security / business continuity / disaster recovery risk team assessing supplier compliance with bank regulatory and Sarbanes-Oxley requirements.
- Based our audits on Visa CIPR (predecessor to VISA-PCI), COBIT and ISO17799 standards.

BearingPoint / KPMG Consulting 2000 - 2004
Manager - Financial Services Industry Miami, FL

Client: American Express

- Led a consulting team in overhauling the AE Blue, Gold, and Platinum credit card dispute management system.
- Managed the complex relationships between the supporting infrastructure and messaging system teams.
- Responsibilities included communicating progress, risks, and issues to executive management.

Client: Washington Mutual

- Development technical lead/architect and project manager for a mortgage servicing system replacement project.
- Interacted with business analyst and architecture teams during requirement, design, and development phases.
- Made use of Rational Unified Process, J2EE, and IBM WebSphere.

Client: J.P. Morgan Chase

- Led an effort to rectify system, process, and relationship issues preventing a Chase / Mitsubishi auto loan servicing system from launching into production.
- Applied project management, negotiation, and creative problem solving skills to revise schedules, gain buy in from stakeholders, and drive towards a satisfactory compromise solution.
- Worked on Six Sigma quality teams to improve call center efficiencies.

Client: Wells Fargo

- Led an enterprise-wide effort to define and document application and infrastructure architecture best practices
- Aligned enterprise architecture with the stated corporate strategy and objectives.
- Defined and documented best practices and standards for web services, J2EE, XML, integration services, information security, and systems management use across the enterprise.
- Included strategic planning roadmap to guide the enterprise in establishing its infrastructure investments.

Client: Marriott Vacation Club

- Defined the Enterprise Application Integration (EAI) and J2EE development architecture.
- Designed a message broker system making use of the EAI and J2EE development architecture.
- Enabled inter-application communication for Siebel, PeopleSoft, and custom developed call center applications.
- Message broker used hub-and-spoke architecture based on IBM's Patterns for e-Business and MQSeries and MQSeries Integrator.

Client: Highpoint Blue Cross/Blue Shield of Pennsylvania

- Project manager and technical lead for a J2EE-based health maintenance billing system consolidation project.
- System objective was to replace seven redundant billing systems brought about by multiple acquisitions.
- Requirements and design for the project were completed using portions of the Rational Unified Process (RUP).
- Made use of Visual Age for Java and deployed to IBM Websphere Application server.

StrataSys Group

1996 – 2000

Engineering Director, Internet Services

Miami, FL

- Led the effort to establish new accounts through networking and vendor channel programs.
- Provided e-business strategic direction, project management, and technology research.
- Led technology, creative, marketing, and web hosting experts focused to develop enterprise Internet solutions.
- Defined solutions for integrating web application to back-end accounting, distribution, and inventory systems.
- Instituted use of Rational Software tools to optimize software development methodologies.
- Division started with StrataSys' purchase of my web development company Anica System.

Compaq Corporation

1994 -1996

Project and Quality Manager

Houston, TX

- Redefined the laptop division's project management role/responsibilities, documented, and optimized their problem-tracking tool and defined requirements for its replacement.
- Developed and implemented software/firmware development and test processes addressing communication, organization, and efficiency problems resulting from Compaq's rapid expansion in the early 1990's.
- Activities served as pre-cursors to ISO 9000 certification.

IBM

1984 -1994

Test Tool Development Lead

Boca Raton, FL

- Led a development team producing a 16- and 32-bit Window API function verification tool.
- Led development of the Unicode Internationalization, System Management, and Registry test cases and tools.
- Responsibilities included test tool and automation strategy for the test organization.

Computer Science Department Chair

- Developed and implemented a computer science B.S degree program aimed at disadvantaged Hispanics.
- Developed course material, taught courses, managed course schedules, hired/supervised instructors and tutors.

Test Release Lead

- Designed the OS/2 2.0 System Test plan and led its test case development and execution phases.
- Served as project manager for 40 to 50 programmers and testers.

Software Developer

- Held various development positions in IBM's Boca Raton facility. Designed, prototyped, and negotiated funding for an OS/2 PM API test tool, leading a five-member team. Developed test cases for OS/2 2.0 DOS support. Developed device drivers for the following protocols SNA APPC, SDLC, HDLC and Bi-Sync.