

Software, Information Technology & Operations Manager

Software Development | Team Leadership & Development | Full-Scope Data Management

- Visionary, well-rounded, cross-functional professional with a proven record of success directing teams, operations, and programs to coordinate data operations across varying industries. English & conversational Spanish.
- Progressive, agile, resourceful, and effective leader with comprehensive IT expertise, team coordination and oversight, and strong analytical, planning, communication, and organizational talent.
- Facilitates growth by implementing leading technology tools, streamlining operations to maximize resources and reduce costs, and develop and lead high-performing teams across all aspects of business management.

Technology Skills:

WebSphere Application Server • WebSphere Portal • Web Content Management • JBOSS • Java • C • C++ • General Database Skill • SAS • SAS Model Manager • SAS Network Analysis Management • Windows Client and Server • Linux • AIX • AWS Certified Developer – Associate • AWS Solution Architect - Associate

QUALIFICATIONS & DISTINCTIONS

Cost Controls & Streamlining • Feasibility Assessments & Guidance • Software Design & Management • Operations Project Management • Sound Issue Resolution • Team Development and Mentorship • Technology Design IT Implementation • Technology Evaluation • Time & Schedule Management • Global Collaborations

PROFESSIONAL BACKGROUND

2018 to Present: Technology Company

Job Title

Leverage strong enterprise infrastructure expertise that ensures network and server continuity for in-house client servers. Setup new servers and provide administrative support to the current client(s) IT environments.

- Provide IT subject matter expertise in Cloud computing utilizing IBM SoftLayer.
- Successful in completing certifications in AWS Certified Developer – Associate and AWS Solution Architect – Associate.

2013 to 2018: Technology Company

Job Title

Delivered hands-on operations management of a fast-paced, dynamic, customer facing company with \$2.5M in annual revenues.

- Logistically coordinated and managed cross-functional teams of up to 50 employees that ensured appropriate staffing levels and superior guest services kept with industry best standards and stakeholder expectations.
- Organized technology operations, streamlined communication and data management that drove CRM and expanded business opportunities through lunch catering, weddings, social events, and other productions requiring world-class service and products.

2012 to 2014: Technology Company

Job Title

Drove analysis and technology-based solutions for a global leader in innovative analytics, BI, and data management software and services supported by 14,000+ employees worldwide.

- Served key role as Level 2 Lead Support for SAS Model Manager and SAS Network Analysis, managing lab resources and configuring test machines to ensure uninterrupted department operations.
- Collaborated with U.S. and international teams to ensure timely resolutions of all inquiries and roadblocks, creating SAS Notes with problem identification and solutions to support the document management requirements and reduce problem tickets.
- Fostered short- and long-term success by mentoring newer team members on model management and network analysis.

2012 to 2013: Technology Company

Job Title

Grew a staffing solutions company through sound business and financial acumen, leadership, operations oversight, and hands-on administration.

- Combined sound business leadership and skills to grow operations from \$200K to \$750K within one year of operation.

- Identified prospective customers, engaging contact to develop rapport and foster professional relationships.
- Engaged customers to identify needs and develop sound, comprehensive solutions to facilitate team development.
- Developed and nurtured critical relationships across various industries to drive account portfolio, distinguish Ryko Staffing in a highly competitive environment, and capture new business opportunities.

2000 to 2012: Technology Company

Recognized for expertise and commitment to success with multiple promotions of significant increases in accountability and opportunity.

Job Title (2008 to 2012)

- Team led WebSphere Portal and Web Content Management Level 2 support team, proactively resolving potential roadblocks to ensure successful customer project deliverables.
- Engaged with cross-functional professionals to assess operations, identify production gaps, and develop/implement sound, comprehensive solutions.
- Aligned operations with available resources, logistically coordinating team and project scheduling, professional development, and quality assurance across all operations, protecting stakeholder interests through technical expertise and compliance.
- Maximized team success by revamping the new-hire training program, reducing the time lapse between initial hire and employee productivity through effective training and hands-on mentorship.
- Ensured timely and comprehensive issue resolution, updating management through transparent and accurate reporting on open issues and resolutions.
- Served on the test team as the designated go to for WebSphere Portal and z/OS requirements.

Job Title (2006 to 2008)

- Aligned business and mission critical Portal Runtime and Security L2 support teams, tracking and monitoring performance issues and search initiatives.
- Directed day-to-day operations while overseeing a top-performing team of 17 professionals.
 - Fostered a cohesive and effective work environment by improving team morale, implementing strategies that motivated team building, and ensured all work was timely and accurately completed and delivered in accordance with contractual obligations and management requirements.
 - Delivered a unified approach to working with global management teams to ensure a 24x5 “follow the sun” model.
 - Facilitated global team success by availing a U.S. team during late night/early morning hours to deliver training sessions on India time to ensure contributors were up-to-speed with other widely-situated teams.
- Executed multiple roles, including Manager Sponsor for the Client Self Assist, Manager Sponsor for the Patent Team, and developing teams through talent identification, interviewing, hiring, training, and management.
 - Built and managed a hiring pipeline to ensure availability of various talent to meet customer demands.

Additional Career Successes:

Job Title: Company Name (2006)

Job Title: Company Name (2004 to 2006)

Job Title: Company Name (2000 to 2004)

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Science (M.S.), Applied Data Science | University Name | Year

Master of Science (M.S.), Mathematics | University Name | Year

Bachelor of Science (B.S.), Computer Science & Mathematics | University Name | Year

PATENTS & PUBLICATIONS

Patent Name / Information

CERTIFICATIONS

SAS Base Programming (2012) ♦ SAS Advanced Programming (2012) ♦ SAS Platform Administration (2013)

AWS Certified Developer – Associate | AWS Solution Architect - Associate