

Objective To contribute my knowledge and supervisory skills in the Information Technology environment as well as to grow personally and professionally through work experience.

Education **Northeastern Illinois University:** Masters in Computer Science, Bachelor's of Science in Computer Science with emphasis in Systems Programming and Networks.

Triton College: Associates Degree in Electronics Technology and Computer Maintenance.

Optika Training Center: Optika Acorde Context Specialized Certification

CompTia: A+ Certificate for technical support. Net+, Server+

Blackboard: Systems Manager Administrator Specialized Certification

Areas of Expertise

- Strategic/Tactical Planning
- Risk Management
- System-Information Protection (IP)
- Solid Leadership Skills
- SI System Integration
- Budget Management
- Project Management
- Database-Management and Software Applications
- Staffing/Employee Relations
- Teambuilding/Coaching
- Staff Training/Development and Supervision
- Policy/Program Development

Experience **2005 - Present Triton College, River Grove IL**
Current Title: Assistant Vice President for Technology & Innovation

Developing and implementing strategic initiatives for the integration of technology into academic and Student Affairs programs. Providing leadership in securing and developing financial and human resources necessary to achieve the goals of academic technology and distance learning. Work closely with outside product engineers and vendors by offering support at all levels, from network environment to desktop configuration in order to ensure the proper installation of new systems and or applications for the college.

Assist in all aspects (technical and non-technical) with other departments on the assessment of their technology needs to ensure the success of their goals. Make certain that in-house technical staff receives proper training in order to act as the primary response for critical level support to the end user.

Working as the key liaison and creating a collaborative environment between DCS, Network Services and Programming Services by providing support and advice in a coordinated effort to ensure teamwork effectiveness in the delivering of support and implementation of systems and software applications.

Supervision of the Desktop Computer Solutions Department, Network Services Department, Help Desk and the Audio Visual/Theater Department.

Work with leaders of all academic areas and other components to develop, promote and coordinate systems for providing online support services for all students. Manage budgets supporting academic and student affairs technologies and distance learning.

Title: Web Systems Analyst

Oversaw and developed the Triton College's new employee and student id systems: by reconditioning data from the mainframe system into a SQL server by means of ODBC connection secured module as well as creating several applications to manage and update system using Java programming, VBScript, and SLQ language.

Developed a customized EventPlanner web-application for Triton's Special Events Department, and participated on the upgrade development team for the CMS application.

Performed wide ranging technical support functions on Windows network Servers, E-mail Server, ColdFusion Server and Network Printing Services.

Provided software and hardware technical support on Desktop Systems for College Administration, Staff, Students and Faculty. E.g. Developed a customized address book for the President's Office using a Visual Basic program in conjunction with SQL server.

Implemented and managed all aspects of the Optika Acorde Context Imaging System. Performed daily technical support and maintenance functions to ensure optimum performance and availability of the system for financial aids, personnel, and student services users. Administered server based SQL users and system security for Optika Acorde

Implemented and managed Triton's new inventory management system. Converted data and applications from the old inventory system to a new inventory system platform. Resolved technical issues and trained users on high speed scanning, data input, and data retrieving. Created system reports and wrote program interfaces to allow for ease of data entry and retrieval. Administered server based SQL users and system security for the new Inventory system.

Lead technical support technician for Triton's Extension Centers. Oversaw and supported the Novell network and Cisco infrastructure, client computers, and network printing. Created configurations and deployed software images to desktop platforms using Symantec Ghost. Utilized a variety of other Applications Suites and remote administration utilities to support the facility and users.

Technical Proficiencies

Hardware:

Compaq and IBM compatible Servers, Desktop Clients, Hand Held devices, Intel and non-Intel Base PC's, Storage Drives and subsystems, Controllers, Adapters, Installation and configuration of local network systems. Diagnostics and repairs of Printers (laser, impact and DeskJet), Plasmon M-52 Magneto Optical Disk jukebox. Broadband Wireless router and Wi-Fi Network systems.

Software:

Ms Office Suites (all versions), WinOS, WinServer2k, WinServer2010, Linux, Netscape, IExplorer, Mozilla, Ghost Enterprise Console, many applications software utilities, many BackUp integrations, MSSQL/, SQL2K, Novell, Microsoft Active Directory, Ascent Capture 5, MS DOS, HTML, Cisco IOS Desktop Switching Software, Acorde Context Optika software, MySql, Apache Tomcat, Sun One Studio

Programming Languages:

Assembly language, COBOL, JAVA, C++, Java Script, Visual Basic 6, Visual Basic.NET, BASIC, SQL

Languages

Bilingual English/Spanish