

SENIOR DIRECTOR, INFORMATION TECHNOLOGY

Executive Profile

A distinguish Director of Information technology with expertise in diverse range of industries within multiple industries settings globally. Demonstrated success in Network design and management, Enterprise Resource Planning implementation and management, Cloud Technologies and Internet Technologies. Well Organized, results oriented individual with proven ability to implement standards, processes and procedures the improve business functionality. Solid management skills, capable of building, leading and motivating individuals to maximize productivity while forming cohesive team environments. Exceptional communicator focused on building strong client relationships.

Skill Highlights

- Small business development
- Project management
- Leadership/communication skills
- Business operations organization
- Client account management
- Negotiations expert
- Budgeting expertise
- Employee relations
- Self-motivated
- Collaborative
- Decisive
- Enterprise platforms
- Forecasting specialist
- Knowledge of Product Lifecycle Management (PLM)
- Hardware and software upgrade planning
- Product requirements documentation
- Self-directed
- Scrum methodology
- Performance criteria tracking

Core Accomplishments

Saved more than \$ 10 million amortized over 3 years by using cloud technologies instead of buying new infrastructure hardware to upgrade infrastructure for Weston Educational Group.

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Directed the implementation of a new Student Information System and Customer Relations Management system for 2 colleges. Both projects were completed on-time and under budget.

Increased core system availability to 99.999 % by developing standards and architectural governance and implementing best practices.

Led a successful implementation and integration of an acquired college into the Weston Educational Group. Project was completed a month ahead of schedule and under budget.

Reduced the incidence of IT issues by 50 % globally by using visualization tools such as Tableau and DOMO to identify trends in support tickets which resulted in more training to address root causes.

Operations Management:

- Managed all technologies at 10 campuses spread from Florida to California for Weston Educational Group . These technologies were used by students, faculty, campus administration and corporate office staff and executives.
- I oversaw all day to day operations of the Information Technology department of Weston Educational Group.

Staff Development:

- At Weston, restructured the team to a smaller more flexible team and used outsourced resources for more specialized functions. This resulted in a 60% reduction in payroll expense.
- At American Career College and West Coast University, I mentored and coached employees resulting in no staff turnover and also been recognized as one of the best Business Analyst team in Campus Management Corporation implemented sites globally.
- At BatchMaster Software, I launched a new consultant group to implement a manufacturing based ERP system using the rapid implementation module I devised. This increased successful implementation by 80% and reduced implementation time to 4 weeks.
- At BatchMaster Software, I also implemented a support team in India that provided post implementation support based on new policies and procedures I created. Customer satisfaction increased by 75%.

I was voted the employee of the year in 2010 out of over a thousand employees for outstanding contributions and going above and beyond.

Presented at industry conferences every year starting from 2012 on integrated solutions and automations tools to help improve efficiency and data integrity.

Professional Experience

02/2015 to 11/2016

Senior Director, Information Technology Company Name 1/4 City , State

Weston Educational Group Inc, is a private post-secondary institution focused on the Allied Health and Personal Wellness sector. It has 3 major brands with campuses spread from Florida through to California. As the Senior Director, I oversaw the day to day operations of all aspects of technology. This included a student and faculty portal that needed to be support 24/7, a Student Information System (SIS) that was used to manage all aspects of the student matriculation from a lead, through financial aid to academics, student services and career services.

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Spearheaded [phone system migration to the cloud](#) , resulting in a 99.999 % uptime in the phone system. It also reduced the maintenance cost that comes with an outdated system to \$0 and allowed us to manage the system remotely.

Accountable for Information Technology (IT) including overall customer satisfaction.

Managed team of 6 IT professionals. I restructured the department and reduced the team to 6 generalized IT personal and outsourced functions that required specialized functions. This reduced payroll expense by 60%.

Spearheaded cross-functional initiative to achieve a smooth integration of Missouri College after it was acquired into the Weston Education Group

Strengthened company's business by leading implementation of industry leading SIS for the management of the campuses and CRM for admissions.

Negotiated a new contracts with vendors to reduce prices by as much as 28%.

Developed and launched regular training sessions to help associates with most common reported issues. Used DOMO to visualize trends in support cases and then developed training materials on the most common reported issues.

Instituted a new web based support ticketing system which allowed students, faculty and staff members to generate tickets requesting for help. Prior to this system only staff members could generate support tickets on an internal system. The new system had rules incorporated which auto routed tickets based on the characteristics selected.

Recommended and implemented all of the enterprise applications onto the cloud. This saved the organization \$10 million amortized over 3 years if we were to have upgraded the infrastructure in-house to accommodate the new enterprise applications.

Launched the migration of the staff and faculty to Office 365 (Microsoft's cloud version of office) after migrating the students. This enabled every user to have access to the latest version of the complete Office suite and a One-drive for individual file storage. From a system point of view, the enterprise has access to the latest versions of systems from Microsoft plus an infinite access to Microsoft resources to support the infrastructure.

07/2009 to 02/2015

Senior Manager, Student Information System Company Name 1/4 City , State

American Career College and West Coast University is a private post-secondary institution that trains students in the Allied Health sector with annual revenue of over \$300 million. Oversaw the Student Information System for both brands which had a student portal, faculty portal and several integrations into other systems such as a CRM system and internal applications developed on SharePoint platform.

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â€Hired and managed a team of Business Analysts and support engineers to support the Student Information System (SIS).

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Developed business processes and Service Level Agreements used by the business analysts and support engineers.

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Oversaw an off-shore development team in India to develop innovative solutions on SharePoint platform integrated into the SIS as a means of adding automation to enhance productivity and data validation.

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Managed the relationships with vendors associated with the student information system.

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Started with the organization as an IT Manager and led the team to stabilize the environment.

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Collaborated with the HR department to develop on-board training on systems. This increased the ROI on new associated from day 1 and reduced the number of support tickets from new associates.

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I was a key member in the process of planning and moving from a small server room to AT&T collocated datacenter.

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I advised in the development and relocation of two of the West Coast campuses.

01/2005 to 08/2009

President Company Name 1/4 City , State

Aldreteem Inc was created to support small to mid-sized organizations that wanted to implement Enterprise Resource Planning systems but did not have the resources to manage the system in-house.

Accountable for the entire business including overall customer satisfaction and profitability.

Created new revenue streams through by partnering with other ERP vendors that did not have our expertise to deploy solutions on Sage, SAP, Great Plains and Epicor.

Generated new business by signing a national agreement with a leading national hospitality company to manage their ERP system and provide auxiliary IT services.

Strengthened company's business by leading implementation of all projects.

03/2001 to 12/2004

Director, Client Services Company Name 1/4 City , State

BatchMaster Software Inc develops an Enterprise Resource Planning system for the process manufacturing industries integrated into Sage Platinum, SAP Business One and Microsoft Great Plains. Prior to joining eWorkPlace, their solution was deployed through a network of resellers who did the implementation and primary support. I created new revenue streams for both parties by creating the Client Services group where the resellers focused on client relationships and sales. They could resell our services.

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Increased revenue by 60% through the creation of the client services department. The department performed implementations and support.

Created the Rapid implementation process where we reduced the implementation from months to 4 weeks.

Strengthened company's business by initiating and leading the development of the relationship with SAP.

Spearheaded the implementation of an off-shore support team to support customers post implementation. Customers found the team helpful with upgrades and update and well as phone support software maintenance renewal increased by 80%.

Created and spearheaded the customer satisfaction survey , resulting in a 45 % increase in customer satisfaction which resulted in customers renewing their yearly software maintenance which increased revenue.

Education

2010

Business Administration Walden University 1/4 City , State , USA

3.85 GPA

Minor in Leadership

Bachelor of Science : Information and Business Systems Technology University of Essex 1/4 City , State , UK

Member of the world famous Essex University Afro-Carib Club

Played soccer for the University

Skills

Enterprise Resource Planning Systems

- Education Software: Campus Nexus Student, Student and Faculty portal
- Accounting Systems: Sage Platinum, Microsoft Great Plains, AccountMate, SAP Business One
- Learning Management Systems: Dialoge EDU; eCollege; Moodle Rooms
- Manufacturing Systems: BatchMaster
- Customer Relationship Management Systems: Microsoft Great Plains CRM, Campus Nexus CRM,

Enterprise BackOffice Systems

- Microsoft Server
- Microsoft SQL server
- Microsoft Exchange
- Microsoft SharePoint
- Linux
- Storage Area Network
- Active Directory
- Microsoft Terminal Services
- Microsoft Remote desktop Services
- Citrix

Network Devices and Monitoring Tools

- Juniper switches, routers and firewalls
- Netgear switches, routers and firewalls
- CISCO switches, routers and firewalls
- Solarwinds network monitoring tools
- Sophos Unified Threat Management
- IDERA SQL Management
- WebSense

Virtual System

- VMWare
- HyperV
- Cloud based phone systems
- Cloud based storage and backup

Cloud Technologies

- Amazon Web Services

- Microsoft Azure and O365

Miscellaneous Applications and Desktop Applications

- Microsoft Office suite
- Sophos Anti-Virus
- Sophos Mobile Device Management
- DeepFreeze Desktop management