Resumé

Competencies

Collaborative leadership • IT Staff Development • IT Infrastructure and Services management • IT strategic planning • IT Project Management • ERP • Information Security • Decision Support Systems • Change Management • Team Building • Statistical Systems • Business Analytics • Staff Motivation & Development • Visionary innovator • Process Redesign • Data Science * IT assessment• Academic Computing / LMS

Leadership and Management Profile

- **Collaborative Leader**: A manager with ability to build highly motivated teams who focus on gradually improving outcomes to achieve goals as effective change agents; a leader who coaches and builds teams who believe in the improvable, in achievable goals, in success; a developer of collaborative teams, infusing quality into the school crucial business processes; a manager who practices servant leadership based on principles of Lean IT and ITSM tasks/activities, and ITIL best practices models.

- **Mission-Focused Manager**: with a progressive career in higher education technology management and nine years of experience as a chief information officer level positions; a mission-driven manager promoting goal achievement through project management

- **Visionary IT Manager**: An implementer of data-driven decision support systems with embedded success metrics, with strong visionary and change management skills, alignment of IT objectives with the university's overarching institutional mission, vision, and goals

- **Servant Leader and Customer Service Champion**: A servant leader driven by a will and innate propensity to serve others, pursuing customer service excellence, designing systems that take into consideration customers' expectations and convenience, applying customer satisfaction metrics, and, when proper, deploying customer relationship management systems (CRM) to monitor the quality of customer relationship management; a manager with a work philosophy that considers every colleague a partner, whether he or she is faculty, staff, a subordinate or a supervisor

Recent Publications & Conference Presentations

AIR FORUM 2013: Poster Presentation —: *A Performance Effectiveness System for Community* Colleges

EDUCAUSE ECAR 2012: Student Success I —: *Analytics in Support of Student Retention and Success*

EDUCAUSE ECAR 2012: Student Success II —: *Two Case Studies of Learner Analytics at two universities*

Grants Awards

* MD Higher Education Grant: An online Master of Science in Information Assurance (2009); * MD Higher Education Grant: Development of an Accelerated online Bachelor in Nursing (2009), * Sloan Foundation Grant; Community College Effectiveness Simulation (2006); * South Bell Atlantic Grant: Development of a Learning Management System (2003); * NJ Higher Education Grant: Renewal and Upgrade of the campus network, New Jersey City University (2000)

Recognitions

Grant Revenue Producer, Office of Grants and Sponsored Program, Bowie State, 2009
Administrative Faculty of the Year, Faculty Senate, Community College of S. Nevada, 2005
Supervisor of the Year Award, Franciscan University, 2001

Education

University	Degree	Focus / Emphasis	College / Department
Penn State (1992)	Doctor	**Statistics** / Enrollment	Higher Education Management
Penn State	Master of Science	**MIS** / Decision Support Systems	College of Business
Kansas University	Bachelor	**Mathematics**	College of Arts & Science

Intelligent Decision Support Systems (www.iidss.com) 2012 - Present
Position: Sr. Director / Assistant VP for Decision Support Systems, Latin American Higher Education

Functions:
- Assess technology and decision support systems needs in colleges and universities in the Latin American Region
- Enrollment Management Decision Support: Develop management guidelines for Enrollment Information Systems
- Process Reengineering: Re-design of business processes impacted by ERP; • Design operations research models to optimize business processes; • Quality Improvement monitoring systems based on statistical information systems
- Design quality monitoring systems and oversee their deployment and implementation; • Visit prospect colleges to evaluate needs and promote decision support systems

Bowie State University (www.bowiestate.edu) 2006-2012
Position: CIO/Vice President for IT

Functions:
- Provide Leadership and Manage and Oversee the enterprise-wide university technology Infrastructure and Services:
- IT Strategic Planning; Student Labs; Project Management, ERP; Oracle database, Networks (Data and VoIP), Exchange, SharePoint, Virtualization (VMware); Data Center, IT Security, Database, Website, Helpdesk/Users' Support, Programming Services (SIS). Committees: Strategic Planning; Accreditation; Assessment; Reporting and Data Support; BI and IR Support, Security.
- Academic Computing (instructional Design, Faculty Training and Support, Learning Management Systems (Bb, Angel));

Accomplishments: Creation of three (3) new units: Academic Computing, IT Security, and IT Project Management. The unit of Academic Computing led to a growth in online course offering more than 200% during the second year; Implementation of VoIP; •Implementation of a Data Warehouse and Business Intelligence System (iStrategy); Provided special support to the offices of Enrollment Management; Institutional Research and Accreditation;

Innovations: Development of a data driven system for the evaluation of Academic Programs, Curriculum, and Courses. Development of a web-based enrollment management monitoring system

Grants & Awards: MD Higher Education Grant Co-PI: An online Master of Science in Information Assurance (2009); MD Higher Education Grant: Development of two online nursing degrees (2009); Partnership with BH&A to bid for Online Training Development at the NSA (2009); Grant Revenue Producer 2009 -- Office of Grants and Sponsored Program

Community College of Southern Nevada: (www.csn.edu) 2003-2006
Position: Vice President for Information Technology

Functions: Lead, manage, and oversee the college-wide information IT infrastructure and IT Services, including data center, ERP, Telecommunication; Networks, Systems Design and Development; Help Desk; Website, and Academic Computing. During one year I also had responsibility for Planning and Institutional Research;

Accreditation: Chaired Accreditation Standard 1 committee: Mission & Effectiveness

Grants & Awards: Sloan Foundation Grant to design an effectiveness college simulator; • Administrative Faculty of the Year 2005

Franciscan university: (www.franciscan.edu); 2000 –2003
Position: Director of Information Technology

Functions: Leadership and management of the university IT infrastructure, ERP, Networks, DBA, Programming, Help Desk; Academic Computing (Instructional Design, Faculty Training, LMS; Student •Labs); Multimedia Center

Recognition: Supervisor of the Year Award;

Grant award: Grant from South Bell Atlantic to support design and Development of a LMS for high school related to the college

Jersey City State University: (www.njcu.edu) 1996-2000
Position: Manager of MIS & Computer Services

Functions: Leadership and Management of the university technology infrastructure, which included: Legacy ERP; Data Center, Database Administration, and IR Support, Website, Homegrown LMS; •Programming (SIS, Financials, HR), Users Support; SQL Servers; Telecommunications, Enterasys Network•Lead the development of the strategic technology plan; Chaired the University-Wide Technology Committee;

Projects & Grants: Migration from a VAX-based legacy system to client/server ERP system; •Designed and developed a Course Management System (presented at EDUCAUSE); •NJ State grant to renew/upgrade the network.

Gallaudet University: (www.gallaudet.edu) 1993-1996
Position: Visiting Associate Professor, Management Information Systems

Functions: Full time teaching load; actively involved in programs, and courses assessment; Accreditation Lead, School of Management

Penn State University: (www.psu.edu) 1986-1993
Position: Programmer/Analyst & LAN Administrator

Functions: 1989-1993 Programmer/analyst, LAN administrator. Provide programming support for programs Assessment; Accreditation and effectiveness; Provide Information Systems support for Enrollment Management and Institutional Research; liaison between the Division of Student Affairs and the central IT; 1986-1089 Research Assistant