
EXPERIENCED GOVERNMENT TECHNOLOGY LEADER

- **Transformational Leader** – Four-time government CIO professional with proven track record in team building, talent development, innovation delivery and digital transformation.
- **Cloud Computing, Physical Security, and Smart-Cities Expert** – Professional with experience in developing IoT smart solutions, legacy to cloud transformation, and integration of data, tools, appliances to improve government operational efficiency.
- **Technology Procurement Expert**- Vast experience in technical contract management development, SLA negotiating, software license management and vendor management.

GOVERNMENT MANAGEMENT EXPERIENCE HIGHLIGHTS

CITY OF HALLANDALE BEACH

May 2017 - Present

CHIEF INFORMATION OFFICER / ASSISTANT CITY MANAGER

- Oversee all digital transformation and Smart City initiatives across City departments. Oversee citizen engagement & external communications functions.
- Oversee IT, Procurement, Public Relations, City Clerk Office, and Parks & Recreation Departments. Served as interim Chief Financial Officer for first 2 quarters of 2018
- Implemented citizen first strategies to improve engagement and customer which via social media, responsive website improvements, mobile apps, transparency portals, and digital kiosks
- Developed improved balanced score card measuring process that will improve performance reporting and provide new digital dashboard for greater public transparency
- Developed Smart City strategy for Public Safety Improvements: Project Sponsor for City-wide License Plate Recognition technology strategy to create virtual perimeter across city. Deployed comprehensive digital surveillance program to include Body Worn Cameras (1st City in Broward County), Smart Surveillance Analytic systems, and vehicle dash cams.
- Develop, Negotiate, validate, and manage all technical expenditures, SLA, contracts for the City to leverage pricing, economies of scale and predictable procurement of technical hardware & software.

CITY OF HALLANDALE BEACH

January 2015 – May 2017

CHIEF INFORMATION OFFICER

- Completed Legacy Mainframe to Cloud ERP conversions to include Financials, Payroll, HR, Procurement, Permitting, Utility Billing, Public Safety, GIS and Work Order Modules. New system affords greater connectivity, transparency and improved data accessibility for monitoring and decision making (\$4.4M budget in 24 months).
- Hardened network LAN/WAN infrastructure by upgrading switches to Nexus line, implementing Next-Gen Cisco Firewalls, implementing new Meraki Wifi APs, upgraded Cisco UC Call Manager platform, improved UPS and AC system for main data center
- Virtualized 80% of servers to improve carbon footprint, backup and recovery capabilities, increase storage and improve total cost of ownership (optimizing licensing & maint. costs)
- Migrated email to the MS Office 365, Migrated to Sharepoint Online, migrated files server data to cloud-based storage, and migrated storage backup to Amazon Web Services (AWS)
- Centralized city-wide technical expenditures to leverage bulk contract pricing, standardize equipment, and developed technology refresh schedule for hardware & software upgrades
- Improved cybersecurity resources and methods via frequent user-training, social programs, appliances, pen-tests and improved patch installation program.

CITY OF DORAL

August 2013 – January 2015

IT DIRECTOR

- Revamped IT Organization to improve customer service capabilities, aggregate new responsibilities for Public Safety Technology, and improve citizen engagement.
- Prepared comprehensive IT Strategy to initiate Smart City / Citizen First focus for improvement and expansion of citizen engagement, transparency and collaboration activities.
- Developed new policies and procedures to improve operational efficiency and customer service effectiveness across City Departments
- Managed public safety projects which include implementing improved wireless mesh network, Smart physical security camera deployments, and License Plate Recognition systems
- Developed new disaster recovery and business continuity plans for communications resilience and systems availability. Developed training and simulation exercises for team readiness.
- Lead the deployment of automated systems to improve customer service with new tools such as automated Interactive Voice Response (IVR) system, new online payment modules, responsive smart phone apps, and interactive GIS portals using Microsoft Azure and other cloud solutions
- Designed IT Specifications for the construction of new Public Safety and Park Facilities.
- Enhanced electronic communications strategy to engage with City Constituents via new media channels such as Doral TV transmission via the internet, Automated Emergency Notification systems and Enhanced A/V Services for Council Meetings

UNICOM Government

May 2012 - August 2013

PROJECT MANAGER

- Lead and managed various Physical Security Project Portfolio for large-scale Homeland Security, Federal and International Initiatives (\$25M+). Local projects include Miami International Airport Runway Incursion Detection System, Miami Dade Water and Sewer Department Physical Security Incident Management Control Room and Physical Security Improvements to the Port of Miami.
- Organized and supervised Services Delivery team of 50+ professionals comprised of technical leads, security team managers, IT service delivery personnel, network technicians, procurement management team, technical SMEs and physical installation team
- Implemented physical security projects and programs for airports, water plants and critical infrastructures. Deployed new IoT systems and integrated functionality of security systems
- Delivered cost and budgetary analysis support for project stakeholders, developed cost estimates for various technical procurement scenarios, and worked closely with customers to adopt budget formulations and financing strategies
- Performed vendor management responsibilities such as contracts negotiation, claims & performance management. Oversaw a total of 16 sub-contracting companies

ELEVENTH JUDICIAL CIRCUIT OF FLORIDA

February 2011 – May 2012

CHIEF INFORMATION OFFICER

- Managed IT Service Delivery for Miami-Dade Court Operations to include 123 elected officials (Judges), integration with Public Defender, State Attorney, Corrections and Police.
- Led Implementation of Enterprise Judicial System Software upgrades and legacy mainframe conversions. Upgrade improved data integrity, collaboration and transparency.
- Develop first-ever eCourt portal with Microsoft.NET for improved online court accessibility.
- Developed new technical policies, SOPs to improve systems security and accountability
- Prioritized project schedules and operating expenses to focus on core court government services
- Improved Service Level Agreements by renegotiating contracts with Vendors
- Enhance User Efficiency by implementing new Business Processes within IT to enhance operations and core judicial functions.

MIAMI POLICE DEPARTMENT

August 2008 - February 2011

INFORMATION SYSTEMS MANAGER (CIO ROLE)

- Managed critical 911 Public Safety Applications. Responsible for implementing successful service level agreements Police and Fire Department Systems. Manage the IT operations for hardware, software, network and security for public safety infrastructure > 1500+ users
- Implemented new Computer Aid Dispatch (CAD) and Cisco Telecommunication upgrades to enhance public safety functionality and mobile data terminal capacities.
- Complied with FDLE security audits by implementing multi-factor authentication.
- Managed lean budget for IT Purchases and contracts. Negotiated contracts and achieved cost savings 15% in yearly annual maintenances
- Managed Help Desk staff that provided support to approximately 700 laptops in cars, 900 hand-held radios, 1100 computer laptops, WAN for multiple PD facilities.
- Supported IP surveillance systems, improved transmission and digital storage capabilities.
- Implemented new Digital Evidence storage system for digital evidence assets.
- Implemented public safety radio system upgrades for wireless communication services and successfully migrated to new FCC Public Safety 700MHz Broadband

CITY OF MIAMI I.T. DEPARTMENT, Miami, FL

October 2005 – August 2008

IT PROJECT MANAGER

- Managed IT teams for completion of enterprise wide scale projects. Received department award for from Fire Dept. completing critical projects on time, within budget and scope
- Planned, schedule and managed software application projects. Developed cost breakdown schedules and developed project charters and specifications IT projects.
- Trained and mentored users in security best practices, documented procedures for new systems and facilitated digital transformation capabilities with ASP.NET and SQL solutions.
- Performed ETL data migrations from legacy mainframe system to Oracle ERP Finance and HR Modules. Developed web-based systems to improve data accessibility for Fire and Police.
- Improved customer service capabilities amongst assigned IT staff.

CITY OF MIAMI I.T. DEPARTMENT, Miami, FL

August 2002 – September 2005

SENIOR PROGRAMMER

- Optimized existing web applications for greater security features and faster processing
- Implemented HIPPA compliant information security methods for integrity of data transmission from vendor sites to enterprise information servers
- Transitioned desktop client systems into centralized intranet web-based systems with ASP.NET and SQL.
- Recognized as a resourceful contributor to software development team and mentored system programmers with best security practices for application development.
- Provided Business Intelligence and GIS mapping development
- Achieved nomination for “Employee of the year” 2003

CITY OF MIAMI I.T. DEPARTMENT, Miami, FL

June 2000 – August 2002

PROGRAMMER

- Developed Web first ever web-based system to improve Finance processes
- Streamlined application development by developing .NET code sharing libraries. This effort standardized programming methods and improved delivery times for IT Staff
- Performed various ERP data conversions from legacy mainframe systems to Oracle ERP
- Obtained “High Customer Service” award for help desk support.

CITY OF MIAMI PUBLIC WORKS DEPARTMENT, Miami, FL May 1999 – June 2000

CIVIL ENGINEER

- Worked closely with outside contractors and government agencies to ensure overall project coordination and completion. Developed specifications, participated in vendor selection, managed projects, and communicated with supervisor's project progress.
- Managed roadway engineering and facility construction projects from concept to fruition.
- Delivered engineering design of Storm Sewer and Highway construction projects. Managed multiple project portfolio for Capital Improvement Programs.

EDUCATION

Doctor of Philosophy, General Psychology, Grand Canyon University – 2021 (expected)
Master of Science, Management Information Systems, Florida International University - 2001
Bachelor of Science, Civil Engineering, University of Miami – 1999
Bachelor of Science, Environmental Engineering, University of Miami – 1999

PROFESSIONAL CERTIFICATIONS

Certified Information Systems Security Professional (**CISSP**) - 2013
 ITIL Foundations V3 Certification (**ITIL**) – 2010
 PMI Certified Project Management Professional (**PMP**) – 2006

REFERENCES

NAME	TITLE	CONTACT INFORMATION
Frank Fernandez	Assistant City Manager of City of Coral Gables	ffernandez@coralgables.com
Adam Burden	Retired Assistant Chief of Police (City of Miami)	305-216-5925
Hon. Carlos Martinez	Public Defender Miami Dade County	cmartinez@pdmiami.com
Reginald Duren	Fire Chief of Riviera Beach	954-258-5204

VOLUNTEERING & COMMUNITY ENGAGEMENT

Guest Speaker Smart Cities Summit – 2018
Mentor, Florida International University – 2014, 2018
Guest Speaker Government Social Media, FCMA – 2018
Guest Speaker Cyber Security, Palm Beach State College – 2017
Guest Speaker on Mobile Strategies, Premier CIO Forum – 2016
Guest Speaker at Women Empowerment Conference, Broward College – 2016
President (volunteer position), South Florida Project Management Institute Chapter – 2013
Governing Body Member, Florida Chief Information Officer Executive Summit, 2012
Vested Member, Miami Crimes Electronic Task Force – 2011, 2012
Guest Speaker on IT Strategy, CIO Summit – 2011
Guest Speaker on IT Security and Governance, Healthcare Information Systems Society – 2010
Volunteer Mentor – Big Brothers Big Sisters of Miami 2003-2011