

Chief Information Officer / Director of Information Technology

Accomplished in design and implementation of high-performing and cost-effective IT solutions

Innovation-driven IT professional with diverse experience in leading teams in system, infrastructure, and network advancements for organizations with up to hundreds of users. Proven expertise in translating business requirements for teams to understand, build and deliver innovative solutions for data, testing, and system deployment. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Accomplished in building and strengthening relationships across functions to drive cohesive, strategic operations. Consistent record of success in combining development planning, knowledge of the latest technology, and system integration expertise to improve deployment. **Skills and expertise include:**

• Strategic Planning & Forecasting	• Stakeholder/Vendor Relations	• Impact Assessment
• Network & System Oversight	• C-level Relationship Building	• Policy Implementation
• Budget Oversight • Influencing Vision	• Staff Recruitment & Training • Product & Feature Development	• Scaled Frameworks • Data Analysis & Reporting
• Joint Commission Accreditation and re-accreditation	• Department of Health Care Services (DHCS) Regulatory Compliance	• Health Insurance Portability and Accountability Act of 1996 (HIPAA) Compliance Expert

Achievements

- Reduced risk exposure by implementing best practices for security and information technology governance.
- Safeguarded the organization with strategies for incident response, information privacy, Security Operations Management (SOC), Data Loss Protection (DLP), Disaster Recovery (DR), and Business Continuity Planning (BCP).
- Increased efficiency with Customer Relationship Management (CRM) and Human Capital Management (HCM) migrations, as well as customization and automation with various SaaS applications.
- Successfully integrated and automated tasks using Google Apps Script - developing 30+ custom projects.
- Planned, developed, and implemented network design and infrastructure projects for 18 facility transfers and new facility onboarding
- Created custom applications to aid in reporting and collecting metrics used for continuous improvement

Professional Experience

Chief Information Officer, 2014 - Present

Benchmark Transitions, Redlands, CA

Position the 46-bed Substance Abuse Treatment Center to achieve initiatives by directing teams and leading multiple departments in executing projects. Drive requirements and bridge communication between stakeholders. Scope requires a detailed analysis of department needs, current technology portfolio, budget, and gaps in performance/efficiency data to develop effective technology and automation solutions. Achieve results within budget by negotiating costs. Manage budgets up to \$5M/yr. Maintain healthy relationships with vendors. Apply expertise in testing, deployment, administration, and security by acting as a strategist and visionary for IT solutions to meet current and future needs.

- Maintained IT expenses below budget year over year whilst achieving 100% user satisfaction by leveraging resources of both in-house and externally sourced contractors.
- Manage and supervise cross-functional teams across various departments of nearly 100 direct and indirect reports.
- Minimize project downtime by bridging communication gaps between business and technical teams to coordinate implementation and migration strategy.
- Meet annual objectives by defining, deploying, and managing the data/system processing infrastructure, IT operations policy, security, and development goals.
- Manage and oversee data and physical security across the organization

- Achieved performance initiatives by evaluating KPI data and outlining roadmaps for success in driving the vision, values, strategic goals, and action plans within resources and timelines.
- Responsible for organization-wide HIPAA (Health Insurance Portability and Accountability Act of 1996) processes, policies, and protocols
- Projects: Plan and implement Windows server and workstation deployments ● server and email migrations ● wired and wireless network design and implementation ● critical systems software migration (financial, healthcare patient database and records, medical billing) ● custom company app design and programming ● mobile device management and administration (130+ devices) ● website design and development ● website search engine optimization (SEO) ● Joint Commission Behavioral Healthcare accreditation ● Department of Health and Human Services licensing and certification.

Police Officer, 2002- 2014

City of San Bernardino, San Bernardino, CA

Performed assigned duties as a sworn Law Enforcement Officer.

- Assigned to Patrol and Traffic divisions.
- Motorcycle Officer and was the lead investigator for major incident collisions.
- Qualified as an expert witness in the area of traffic collision reconstruction.
- Trained new officers as a Field Training Officer (FTO).
- Accredited Accident Reconstructionist (Accreditation Commission for Traffic Accident Reconstruction) A.C.T.A.R. #1931
- Computer-aided drawing (Auto-Cad) for collision diagramming
- Developed training program for collision reconstruction team
- Created computer reporting templates for patrol

Police Officer, 1994 - 2002

City of Redlands, Redlands, CA

Performed duties as a sworn Police Officer.

- Assigned to Patrol, Traffic Bureau, and Motorcycle Officer.
- Expert witness in Collision Reconstruction.
- Trained new officers as a Field Training Officer (FTO).
- Creation of electronic report writing templates and conducted department-wide training on the use of forms

Director of IT & Facilities, 2012 - 2014

Network & Systems Administrator, 2001 - 2012

IT Consultant, 1993 - 2014

Benchmark Transitions, Redlands, CA

Designed and implemented networks and systems for a start-up business. Was instrumental in IT consultation and administration. Website design and scripting. Employee training

- Designed, built, and maintained enterprise networks
- Deployed and engineered endpoint security devices
- Configuration and maintenance of Site-to-site Virtual Private Networks
- Active Directory
- Website Development and maintenance
- Search Engine Optimization (SEO)
- End-user training and support
- Administration of on-premises and SaaS applications
- Salesforce development and administration
- Adherence to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) standards

Education & Development

Bachelor of Science in Information Systems, University of Redlands, Redlands, CA (completed 109/120 credits)

Bachelors of Science in Information Technology, Western Governors University, UT (Graduation 12/2023)

Masters of Science in Information Technology, Western Governors University, UT (enrolled, completed 18/30 credits - Graduation 6/2023)

Certifications

Certified HIPAA Privacy Security Expert (CHPSE), 2022

ITIL v4 Foundations, 2022

CompTia A+ (220-1101, 220-1102), 2022

CompTia Network+ (N10-008), 2023

CompTia Security+ (SY0-601), 2022

AWS Certified Cloud Practitioner (CLF-C01), 2023

LPI Linux Foundations, 2023

Certified Information Systems Security Professional (CISSP), Expected in 2022

IT Systems and Technologies

Microsoft

- Microsoft Windows
- Microsoft Server 2012 R2/2016/2019
- Microsoft Azure
- Microsoft 365
- Microsoft Office 365
- Microsoft Power BI
- Microsoft SQL

Google

- Google Workspace
- Google Apps Script
- Google Analytics
- Google Admin Dashboard
- Google Data Studio

Apple

- Apple iOS
- macOS, OS X, and Mac OS X
- Mac OS X Server
- Apple Business Device Enrollment Program (DEP)
- Apple Business Volume Purchase Program (VPP)

Ubiquiti

- Unifi Controller (self-hosted)
- Unifi Protect
- Unifi Command Line Interface (CLI)
- Unifi Access Points
- Ubiquiti Wireless ISP (WISP/UISP)

KIPU Systems

- Kipu EMR (Electronic Medical Records) Super Admin
- Kipu CRM (Customer Relationship Management) Super Admin

Amazon Web Service (AWS)

- Amazon Simple Storage Service (S3)
- Amazon Elastic Compute Cloud (EC2)
- AWS Identity and Access Management (IAM)
- Amazon WorkSpaces

Cisco Meraki

- Cloud Management Platform
- Wireless Product Deployment & Maintenance
- Switching Product Deployment & Maintenance
- Endpoint Security Product Configuration & Management
- Mobile Device Management (MDM)

Other Systems

- Avea Solutions Billing Software
- BestNotes EHR & EMR Mental Health Software System
- EZ Claim Premier Medical Billing Software
- Intuit Quickbooks
 - Quickbooks Enterprise Desktop
 - Quickbooks Online
- Salesforce Enterprise Administrator
 - Salesforce API Integration with EMR
- Smartsheet Project & Work Management Platform
- Jira Issue & Project Tracking Software
- Spiceworks
 - On-premise HelpDesk
 - Asset Inventory

Volunteer Experience

Boy Scouts of America – 2000 – 2002 – Explorer Advisor, Post 61, Redlands, CA

Boy Scouts of America – 2008 – 2013 – Cubmaster, Pack 542, Temescal Valley, CA

Boy Scouts of America – 2013 – Present – Scoutmaster, Troop 13, Temescal Valley, CA

Boy Scouts of America – 2014 – Present, Council Trainer, Wood Badge Advance Leadership Training, National Youth Leadership Training (Backup Course Director)

Training Experience

Council Trainer - *BSA California Inland Empire Council*

2022 - Assistant Course Director / Assistant Scoutmaster of Programs - *National Youth Leadership Training (NYLT)*
Responsible for training and providing leadership to youth instructors delivering course content to the youth participants.

2014 - 2022 - Wood Badge Advance Leader Training

Responsible for delivering course curriculum to adult participants in the areas of

- Listening
- Managing conflict
- Leading change
- Stages of team development / high-performing teams
- Coaching & Mentoring
- Leadership for different stages
- Servant leadership
- Project planning