

# HECTOR DUEÑAS JR.

21221 South West 88<sup>th</sup> Place, Cutler Bay, FL 33189  
786-547-0803 ♦ hecduenas@icloud.com

## Information Technology VP / Director / Executive

Versatile, accomplished leader of diverse IT teams who brings a successful background in coordinating projects and cross-functional operational systems in challenging situations across multiple sites. Excellent communication skills with the ability to develop strong business partnerships, utilize IT resources, and deliver high impact results. Outstanding organizational and analytical skills that streamline procedures and eliminate roadblocks to achieve key company goals aligned with changing business requirements. Distinguished for devising and directing the implementation and evaluation of key strategies by balancing priorities and meeting tight deadlines. Continually improves integration processes by defining success from the customer's perspective with a complete understanding of a technology direction based on key industry models such as Six Sigma, Lean, and CEM Method.

### AREAS OF EXPERTISE

Strategic Planning • Systems & Technical Solutions • Process Improvements • Change Management  
IT Operations • Resource Management • Financial Acumen • Policies & Procedures • Cost Containment  
Media Relations • Risk Mitigation • Best Practices • Vendor Relations & Negotiations • Engineering  
Fluent in Spanish • Customer Service Responsiveness • Team Performance • Training & Development

### PROFESSIONAL EXPERIENCE

#### **Miami Dade County Public Schools, Miami, FL, 1996 - Present**

##### **Director of Emerging Technologies and Special Projects (2005- Present)**

- Drive five-year technology strategic plan with an operational budget ranging from \$3.7 - 6B, establishing efficient processes for acquiring state of the art technology and maintaining uniformity in IT standards.
- Maintain low maintenance costs, equitable distribution of resources, enhanced monitoring of IT projects, and an infrastructure development plan for the organization's technology future.
- Oversee over 300 technical employees across 360 sites to implement Instructional Technology's integration of the most efficient and innovative technologies in core areas with 24/7 access to online applications to enrich the content available and achieve strategic goals.
- Lead dozens of teams managing centralized systems and their related frameworks to provide individualized assistance for Regional Technology Support Team Leaders, allowing them to be more efficient at monitoring progress of projects and resulting in a 56% overhead reduction over five years.
- Direct research, testing, and ongoing deployment of nearly 12,000 interactive boards and 150,000 mobile devices (both laptops and tablets) through multiple internal and external teams to include device imaging, an online asset tracking system, and mobile device management systems to "wireless push" applications and content to devices.
- Investigate and update technical standards and policies regarding data, networks, and Internet use to insure adherence to federal and state laws as well as client safety.
- Provide vision and direction for critical business units and IT Department to transform standards for effective technology by creating focus groups comprised of key teachers, technicians, and staff to address the hardware refresh needs of the organization and adjust specifications.
- Collaborately develop solutions to address all issues related to current and future network bandwidth demands as related to HA (high availability) technology application deployments.
- Realize key technology contacts to strategize and ensure that specifications for new computers, laptops, netbooks, servers, smartphones and tablets are appropriate based on recommendations from engineers from all major manufacturers, the Intel roadmap, and input from focus groups.
- Lead all Information Technology activities related to integration of complex systems from external companies with internal systems such as ADS (Active Directory Systems) and DW (Data Warehouse) and MS Portal Solutions to include SSO (Single Sign On).

### **Key Accomplishments for Director of Emerging Technologies and Special Projects:**

- Worked with community leaders, media outlets, and government entities for Proposition 222 approval that provided \$1.2B in revenue for renovations to network infrastructure and interactive screens and teleconferencing systems for 500 locations.
- Led co-development of Learning Management System with global partners that provided a customized solution to organization at a reduced cost and provided the overseas developers the right to monetize the finished products to other large enterprises.
- Guided a \$70M network deployment that blankets over 400 locations with wireless networking coverage by utilizing both the 2.4 and 5 GHz unregulated radio spectrums with multiple antennas on each access point to provide superior capacity. With 332 Meru Wireless LAN Controllers covering nearly 2,000 square miles this is the largest wireless deployment in the nation.
- Spearheaded the design and construction of a state-of-the-art energy center to support current and future technical requirements to upgrade the electrical infrastructure of the primary co-location complex.
- Merged the Technology Support Technicians with Infrastructure and Systems Support Staff to increase efficiencies, standardize knowledge and training, and enhance support to schools.
- Oversaw the creation of manuals, procedures, and pools of spare devices to keep end-user downtime to near zero.
- Supervised the replacement of legacy applications and systems in-house with internal talent and contractors on time and within budget with the support of KPMG.
- Guided the development of a groundbreaking, innovative environment by boosting software applications available to end-users and coupling with PD (Professional Development) opportunities for staff.
- Key contributor on Digital Convergence Initiative to totally revolutionize the educational experience through oversight of research and evaluation committees, Proof Of Concept testing, and adherence to Procurement Standards to ensure solutions were assessed fairly in the best interest of the organization.

**Department Manager - Instructional Technology, (2000 - 2005)**

**Network Architect - Instructional Technology, (1997 - 2000)**

**Network and Data Specialist - MIS, (1996 - 1997)**

**Microcomputer Field Technician, (1996)**

*Previous positions with Cisco Systems, Digital Drafting Systems, Magic Box Computer Systems, Avantgarde Computer Systems, Surcan Corporation, & US Army.*

### **INFORMATION TECHNOLOGY OVERSIGHT SKILLS AND CERTIFICATIONS**

- **Major Platforms:** (ERP) Enterprise Resource Planning System, (SAP) Systems Applications and Products
- **Applications and Software** Cisco IOS, Windows, Macintosh OSX, MS Office, Apple iWork/iLife, Adobe CS6 Design and Web Creative Suite
- **Hardware:** Cisco, Brocade, Meru and HP Infrastructure, IBM, Lenovo, HP, Dell, Apple, EMC Servers and Storage Systems, Server Farms and COLO Data Centers, Desktops, Laptops, and Mobile Device Platforms
- **Servers Systems:** VmWare, Windows Server, Macintosh OSX Server, Unix/Linux, Novell Netware
- **Compliance with Federal Regulations:** (SOX) Sarbanes-Oxley Act, (JLA) Jessica Lunsford Act, Equal Employment Opportunity, (M/WBE) Minority/Women Business Enterprise Participation, Ethics
- **WAN/LAN Networking:** NMLI (Native Mode LAN Interface), WiFi (Wireless Fidelity), DFS (Dark Fiber Services), HF (High Frequency) Radio
- **Databases:** Oracle DB, SQL Server, MySQL, Lotus Notes, FileMaker Server
- **Industry Technical Certifications:** CCDA (Cisco Intranetworking Design and Management), CCNA (Cisco Switching and Routing for LANs and WANs), CAI (Cisco Certified Instructor for CCNA Curriculum), Network+ (CompTIA Vendor Neutral Certification; Microsoft, Novell, and UNIX Networking), A+ Technician (dual certified by CompTIA; Specialty both Windows and Macintosh OS)

### **EDUCATION**

- **Bachelor of Science, Business Management, University of Phoenix, Phoenix, AZ**