BRIAN C. MARTINEZ

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CHIEF INFORMATION OFFICER

Driving Enterprise Growth & Leadership

Executive - Liaison - Mentor - Leader - Spokesperson - Advocate

Executive noted for cost cutting and driving business innovation for over 20 years, leveraging information security, applications, networking, operations, and risk management to accelerate business growth and gain competitive edge. Multiplatform enterprise security, compliance, data center, and business transformation expertise. A leader supporting the success of the business, employees, and clients.

"Brian is a delightful person to work with...."

"Brian has an analytical way of approaching problems. His intelligence often took us through some very tough trials, and his presence and leadership gave us a feeling that he always had our backs."

Rob Siedenburg - Editing Manager, Publication Services

Enterprise Architecture Strategy • Cloud Architectures • SaaS, IaaS, Paas, LAN/WAN/VPN • BI • Vendor Negotiations • ITIL, Citrix/RDS
IT Roadmaps • Help Desk • Databases/Reporting • Team-Building
Governance • Network & IT Systems and Application Operations
Risk Assessment • Virtualization • IT Budgets • Training/Review
Dashboard Systems • Ticketing Systems • Disaster Recovery
Phone Systems • Mobile/Device Management

Leadership & Progression

Software Development Manager • Disaster Recovery Officer • IT Engineer • SaaS Architect • IT Manager • IT Director • CIO
Software USA, Strata Decision Technology, University of South Carolina, Radiate Technologies, BCM Services, Metro Group

► **Developed cutting edge software** including designing software delivery system saving tens of thousands monthly. Developed the testing software that was included in the IDG Dummies How-To series of books. Authored hundreds of business applications, scripts, and custom solutions. **Saved hundreds of thousands in spending** by using formalized budget practices, implementing dashboard systems for trending/forecasts, developing software training programs, and creating innovative database and reporting systems.

► **Spearheaded Enterprise IT migrations**: physical environments to virtual, entire production networks and e-mail system upgrades and migrations to new platforms such as Linux, Exchange, Google Apps, and Office 365, critical databases using SQL Server and proprietary, and business applications.

► **Increased responsiveness** and adherence to SLA terms with revitalized Help Desk operations, using ITIL standards and escalation models; added ticketing/reporting systems and created efficiencies in areas as great as 1400%

► **Developed cutting edge training forums** by hosting physical and remote training workshops where participants were trained on current and emerging technologies. Created and drove video training projects and analysis to increase employee competencies to improve employee retention and increase safety awareness.

Professional History

Metro Group, Salt Lake City, UT 2014 - Present

Director of Information Technology
Data Center Operations, Web Architecture, Global Network Operations, System Administration
ITIL Support Service Model - Global Support - Help Desk - Security Policy - Project Portfolio Management

Direct, lead strategy, and execution of all IT projects and infrastructure for corporate and company sites over 4 states. Oversee technical operations and evaluate them according to established goals. Devise and implement policies and systems to support the implementations of strategies set by upper managements. Analyze the business requirements of all departments to determine their needs. Mentor and leader for the success of the company, departments, and employees. Serve on committees to steer departments and projects to success

Growth & Leadership

► **Engineered solutions to leverage business growth** by creating vendor independence and increasing vendor relations to direct development for greater mutual benefit. Developed solutions allowing all departments insight and analysis on their production, performance, and progress. Analyzed each department's needs to create custom applications allowing rapid and efficient methods to complete repetitive and difficult tasks.

   ■ Supporting every employee with their unique goals and challenges to ensure individual, departmental, and company success.

   ■ Generated new policies and solutions to increase efficiency of department to 195%.

► **Company Liaison** responsible for duties within several company, vendor, and industry committees. Working closely with all parties to create solutions to problems as they arise and direct continuous change.

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Radiate Technologies, Charleston, SC 2012 - 2013

Technician / Project Coordinator/ IT Manager
Data Center Operations, Web Architecture, Global Network Operations, System Administration
ITIL Support Service Model - Global Support - Help Desk - Security Policy - Project Portfolio Management

Involved in operations, development, and leadership roles, taking on project management, cost control, and infrastructure buildouts at one of the fastest growing IT companies in Charleston, SC. Directed teams to boost responsiveness, strengthening skill levels and performance expectations. Worked with leadership and introduced governance standards for capacity planning, virtualization, budgeting, and security services.

Technology & Staff Leadership

► **Facilitated focus on enterprise-level** projects with new governance standards/prioritization; developed SOPs around project portfolio to manage request process.

 ■ Ensured adherence to standards, creating Project Review for projects by Architecture group.

► Directly responsible 15+ companies' unique IT infrastructure across varied industries and served as liaison for each

 ■ Responsible for E-mail, Database, Business Servers, Business Applications, Vendor Liaison, all user hardware (PCs, Printers, Faxes) and all server hardware (Firewall, Switches, Routers).

► Acted as level-3 support for all clients and acted as engineer on many development projects.

University of South Carolina, Allendale, SC 2009 - 2011

Director of Information Technology
Cloud Architecture & Development - IT Development Roadmap - Enterprise Applications Integration
Virtualization Architecture - Web Architecture - Database Architecture - Global Network Operations
System Administration, ITIL Support Service Model - Technology Training - Help Desk - Security Policy - Vendor Negations

Helmed IT strategy and operations improvements as technology leader driving growth-centric IT standards and practices at growing two-campus University. Introduced governance standards, created help desk, web-portals, and reporting for budgeting, security, and capacity planning. Responsible for PBX, servers, switches, network devices, and all user hardware. Took part in committees and conferences locally and globally to facilitate educational technological change and advocate for the University faculty, staff, and students.

Led complex technology upgrades and operations improvements credited with innovative understanding of IT needs, added multisystem dashboard/information-sharing capabilities; migrated enterprise applications. Improved user service/relationships by providing ticket tracking and manager auto-notifications.

► Created user handling efficiencies with portal redesign - reducing call hold times, expediting support enabling tracking and satisfaction (41% savings in support costs).

 ■ **Cut 25% in time costs** with workflow/form designed for expedited approval, escalation, and review.

 ■ **Saved 70% in time costs** with business process efficiencies for systems architecture and backup.

► Steered IT department to utilize ITIL methodologies and developed IT policies. Created dynamic training forum allowing physical and remote participants to utilize in an interactive setting. Instructed participants on current and emerging technologies on Microsoft, Adobe, Cisco, virtualization, and IT technologies such as Active Directory and many IT best practice methodologies.

Education

Bachelor of Science in Information Technology
University of Phoenix, Phoenix, AZ

Professional Affiliations

Other Experience: Systems Administrator, University of Illinois
Graphic Arts Expert Panel Member, Parkland Community College, Champaign, Illinois
Toastmasters | HealthCare Information Technology (HIT) **| IT Specialist Enterprise Network** (ISEN)
Cloud Computing, SaaS & Virtualization (CCSV) **| Cloud Security Alliance** (CSA) **| MetroGroup Safety Committee**
MetroGroup Operations Member | Shared Logic Advisory Board | ManagerPlus Advisory Board