

ALEX T. LOPEZ

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SENIOR IT DIRECTOR

Experienced technology leader with focus on application and website development

Dynamic IT executive with a 15-year record of successfully leading projects that support enterprise goals. Adept at tactical planning, building high-performing teams and implementing best practice methodologies. Able to interact with all levels of management. Client-focused approach to solution delivery and issue management. Skilled at assessing departmental needs and implementing appropriate process and procedure. History of rapid promotions in a wide range of industries.

Core Competencies

- ✓ Application Development
- ✓ Team Building
- ✓ System Integration
- ✓ Needs Assessment
- ✓ Infrastructure & Support
- ✓ Tactical Planning
- ✓ Best Practice Implementation

PROFESSIONAL EXPERIENCE

NATIONAL BANK—San Diego, CA

2004 – Present

Group IT Director (2008 – Present)

Senior Technology Manager (2006 – 2008)

Application Systems Manager (2004 – 2006)

Direct 40-person team to develop and administer Content Management System (CMS) and internal web applications. Manage \$3.5M departmental budget. Oversaw non-production environments for Learning Management System (LMS). Managed resources responsible for application maintenance, data migration, content conversion and support. Secured internal websites.

- Conceptualized and implemented plan to redesign portal interface and update CMS framework. New functionality saved company over \$10M within 15 months.
- Initiated project intake process that prioritized team deliverables while describing business requirements. Reduced development time by 35% and bugs by 20%.
- Proposed and implemented organizational re-alignment of server support for increased coverage and improved personnel utilization. Reduced headcount from 16 to 8.
- Collaborated with production support to develop and implement change management process for LMS.
- Led upgrade from Netegrity SiteMinder 5.5 to SiteMinder 6.0, creating baseline process for security updates. Implemented security for iCEO Wholesale Portal project.

SMITH FINANCIAL—Santa Cruz, CA

2000 – 2004

Senior Web Development Manager

Developed, implemented and maintained corporate extranets. Devised security models for websites and servers. Administered over 30 web servers. Designed and coded forms using ASP, JavaScript, MS SQL Server databases, queries, and stored procedures.

- Developed extranet portal for partner companies to exchange confidential information. Achieved 100% of security goals by pairing Netegrity SiteMinder with iPlanet LDAP.
- Introduced active-directory-based mechanism to secure content on corporate intranet.

USA WIRELESS—Santa Cruz, CA

1997 – 2000

Web Development Manager (1998 – 2000)

Operations Manager | IT Support Manager (1997 – 1998)

Oversaw 15-person development and QA team responsible for corporate website, intranet and web-based applications. Managed team of 10 analysts supporting various IT operations, from billing to service activation. Led team of 35 support technicians in 8 offices providing desktop, helpdesk, and client application support for wireless end-user environment.

- Led redesign of public website, improving functionality, design structure, and corporate online presence. Increased new customer conversion rate by 18%.
- Restructured helpdesk ticket handling process and prioritization method. Decreased average closure time from 23 to 5 hours.

FEDERAL PARCEL SERVICE—Santa Clara, CA

1994 – 1997

IT Supervisor

Supervised 10 technicians providing network, server and desktop support for internal and external customers in northern California. Oversaw data processing.

- Reorganized data distribution and team leads to address incorrect, late reports. Greatly improved report accuracy and achieved 99% on-time release rate.
- Implemented helpdesk process and procedures throughout Western region to better coordinate problem resolution. Only region among 12 in company to complete project on time.
- Established and improved baseline network knowledge by developing training and certification program for field support technicians.

EDUCATION

SAN DIEGO COLLEGE—San Diego, CA

BS: Computer Systems