

ALEX T. LOPEZ

San Diego, California 92126

IT professional with broad exposure across multiple disciplines including online application development, system implementation, infrastructure and support. Strategic alignment of technology supporting organizational/enterprise goals. Adept at tactical planning, building high-performing teams and implementing best practice methodologies. Ability to interact with all levels of management. Client-focused approach to solution delivery and issue management. History of career progression highlighted by successive roles with increased responsibilities. Skilled at assessing departmental needs and implementing appropriate process and procedure.

EXPERIENCE

National Bank

August 2004 – Present

San Diego, California

Group IT Director (02/08 – Present)

Direct team whose responsibilities include administration and development of Content Management System, call center portal (Virtual Library) and internal web applications/tools. Manage departmental budget.

- Conceptualized, proposed and implementing plan to redesign portal interface and update CMS framework to support more contemporary presentation and significantly improved functionality. The result will be an application capable of evolving with changing business needs while directly servicing the requirements of our phone bankers.
- Responsible for organizational re-alignment of server support for improved personnel utilization.
- Introduced process for handling team deliverables, resulting in improved efficiencies and higher quality products.

Senior Technology Manager (10/06 – 02/08)

Oversaw non-production environments for Learning Management System. Managed resources responsible for application updates/maintenance, data migration, content conversion and support. Interfaced with application vendor regarding technical issues and enhancement efforts. Coordinated with target organizations during migrations. Responsible for systems integration during initial rollout phase.

- Managed build-out of test and production environments required for application launch.
- Partnered with production support to develop and implement change management process introducing system modifications and updates via managed process.
- Oversaw data migration efforts during organization transition process facilitating accurate and comprehensive transfer of historical records into the new Learning Management System.

Web Developer/Security Engineer (08/04 – 10/06)

Secured internal websites using Netegrity SiteMinder. Performed security infrastructure tasks as they related to application development, maintenance or upgrades. Installed and troubleshot server-side components in partnership with system administrators. Created and maintained documentation relating to Channel Secure processes and procedures.

- Led the effort to upgrade from SiteMinder 5.5 to SiteMinder 6.0.
- Implemented security for iCEO Wholesale Portal project ensuring personalized and secure user experience.

Smith Financial**November 2000 – Aug 2004**

Santa Cruz, California

Web Development Manager

Served as Webmaster for Smith Financial extranets. Responsible for security models for sites and web servers requiring secure access using Netegrity SiteMinder, iPlanet Directory Server (LDAP), and MS SQL Server. Responsible for designing forms using ASP, JavaScript, and MS SQL Server databases.

- Assigned to handle Partner extranet with portal functionality delivering a secure, personalized experience for authenticated users. Paired Netegrity SiteMinder with iPlanet LDAP.

USA Wireless**March 1997 – November 2000**

Santa Cruz, California

Web Development Manager (08/98 – 11/00)

Supervised the development and QA teams responsible for maintenance of USA Wireless Internet, intranet and web-based applications.

Operations Manager (03/97 – 08/98)

Managed analysts supporting online applications, service activation/modification, billing issues, system backups, resource utilization and nightly batch processing. Partnered with other support teams during high-level escalations, project planning/rollouts, system upgrades and testing. Approved code migration prior to production release.

IT Support Manager (03/97 – 08/98)

Oversaw and directed the Pacific Bell Wireless end-user environment. Managed 54 support technicians in 8 offices throughout California and Nevada providing desktop, helpdesk and client application support.

Federal Parcel Service**July 1994 – July 1997**

Santa Clara, California

IT Supervisor

Supervised technicians providing network, server and desktop support for offices and operating centers within the Northern California District including support for external customers. Served as data processing supervisor for both the day and night operations. Managed Helpdesk rollout project for Northwest Region.

EDUCATION

San Diego College

BS, Computer Systems