



Jose A . Perez

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Summary of Qualifications

- Computer Science and Telecommunications Engineering Bachelor degree with a Masters Degree in Information Systems (currently working on my MBA) working in the IT arena for 10+ years.
- Exceptionally gifted Computer and Information Systems professional with huge background in planning, directing, and coordinating activities in the field of information systems and technologies.
- Strong managerial/leadership skills; demonstrated flexibility in leadership by performing and/or overseeing the analysis of complex human resources.
- Excellent interpersonal skills with demonstrated ability to maintain effective working relations with the team members.
- Outstanding and demonstrated skills in the following areas: customer service, decision making and problem solving.
- TCP/IP network design, data communication experience (Ethernet, ATM), telco troubleshooting experience (Frame-Relay DDS, SONET, ATM), Cisco LAN Switches and routers, WAN Routers and ATM Switches, MPLS and routing protocols (RIP, OSPF, EIGRP, BGP).

Professional Experience

Data Center-NOC Manager - NetEnterprise, Inc. Honolulu, HI September 2006-January 2009

- Prepare a stabilization and expansion plan for the data center in coordination with the NOC committee and Chief Technology Officer.
- Research, develop and implement new network technology that supports business needs.
- Prepare a capital budget plan and revenue forecast for the data center in coordination with the Chief Financial Officer.
- Provide a central point of management for the data center.
- Coordination of maintenance and installation work on the data center infrastructure.
- Prepare agendas for the weekly NOC committee meeting in coordination with the Chief Technology Officer.
- Work with the product develop committee to recommend new technology to support business.
- Design, deploy, and administer Networking Systems including Internet services, routers, switches, and security systems.

Client Services Helpdesk
Hawaii Pacific University, Information Technology Services Div.
June 2004-December 2005

- Responsible for technical support for all faculty and staff.
- Support for HPU Pipeline accounts, login, and fixing connection problems.
- Support HPU Web CT's accounts, login, and fixing connection problems.
- Provide assistance for requests of Internet dial-in access, fixing system set-up problems, and wireless post setup throughout the University.

Project Manager/ Systems Engineer
Telefonica Spain
January 1999-August 2003

Phase I at Telefonica Spain: January 2002-August 2003

- Manage the firm's key client, AENA (the Spanish Airport Authority). The main tasks of AENA are to administer airport facilities and manage telecommunication systems in Spain, which includes 45 airports and 5 air transit control centers in four flight Information Centers. As the project manager and leader for this large account, I had to control and coordinate the development and stabilization of their national scale corporate network (RECOA). The RECOA network is set up for the connection (including data, voice, real time applications and image transmission) of all airports and control centers. In addition, successfully completed a significant challenge for the RECOA network: switching from VoATM (Voice over ATM) to VoIP (Voice over IP) in the actual ATM backbone system (50 Cisco Systems nodes).
- Responsible for successful implementations of all projects related to the wireless technology within the firm – clients are primarily large hotel chains in Spain.

Phase II at Telefonica Spain: January 2001-January 2002

Project Engineer Pro Services at Cisco Systems Spain

- Control, coordinate, and provide integral support throughout the updating of AENA's RECOA backbone from 12 to 50 ATM Cisco Systems nodes.

Phase III at Telefonica Spain: January 1999-January 2001

- Coordinate and provide integral support to the Spanish call centre located in Casablanca (Morocco).
- Helped coordinate installation and support of activities within AENA of CISCO and CABLETRON Local Area Network equipment (switches and routers).
- Collaborative efforts in designing and installing IP networks for clients.
- Completed a seven-month project in El Salvador, Guatemala, and other Central American countries, for the installation, configuration and support activities of the Cisco Systems equipment of this wide area network. Network tools used were SV+ and Cisco Works. Also provided 24x7 phone service.

Education

- Hawaii Pacific University (2007-Current) Honolulu, HI
Master in business administration(MBA)
- Hawaii Pacific University (2003-2005) Honolulu, HI
Master of Science, Information Systems (MSCIS)
- Alcalá De Henares University (1995-1999) Madrid, Spain
Bachelor Of Science, Telecommunications Engineering
- Isaac Peral College (1990-1995) Madrid, Spain
Professional Diploma, Electronic Expertise

Certifications

- CCNA Routing (2002, 2007)
- CCDA (2002,2007)
- Cisco Express Foundation Design Specialist (2008)
- Cisco - Lifecycle Services Express (2008)
- CCNA-WAN Switching (2002)
- CCNP-WAN Switching IGX (2002)
- BSCN (CCNP) (2002)

Cisco ID: CSC010323255

Languages

Fluent English, Spanish (mother tongue), Japanese (learning process). Can communicate in Italian and Portuguese.