

Rodger Gonzales, MCSE, CPA

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IT Manager

- ☑ ITIL Process
- ☑ Team Leadership
- ☑ Customer Satisfaction
- ☑ Six Sigma
- ☑ Reputation for Integrity and Quality

Analytical IT professional with financial expertise delivers strong technical solutions that solve business problems; always keeps an eye on bottom line business benefit. Offers a proven record of making outcome-based decisions that drive business process improvements and system-wide standardization. Builds teams that take pride in developing high-quality, dependable systems and services.

- Technology Asset Management
- Project Management
- Performance and Productivity Improvement
- Deployment and Implementation
- Cross Functional Management
- Change Management

Professional Experience

TEXAS HEALTH & SERVICES (Southern States Healthcare Organization)
Manager, IT Service Delivery

2004–Present

Recruited by former manager to revitalize an under-performing department. Took full-circle approach of improving team morale, standardizing delivery of IT services, and improving both customer and inter-departmental relationships. Built the highest performing team of IT Specialists in the region as evidenced by continuously exceeding Service Level Agreements (SLAs).

- Led team that provided production and project support for desktops, networks, telecommunications, and applications. Supported vastly different infrastructure and application environments: 3500 users in hospital and clinic facilities, 1400 users in business office and senior and community services.
- Prepared departmental \$1.7M budget for IT service management. Included variables and complexities such as operational changes, organizational changes, facilities changes, and proposed projects to build realistic budgets with attention to financial constraints.
- Co-developed root cause analysis process to get beyond symptoms of mission critical service interruptions. Identified underlying source of problems, and recommended solutions that were approved by CIO, successfully implemented, and highly effective.
- Conceived and established asset management practices and processes to track all assets from purchase to disposal.
 - Managed inventory tracking establishing tight asset control standards region-wide.
 - Merged database into incident tracking system providing ability to monitor support trends. Identified root causes of suspicious issues and implemented resolutions that increased efficiency and customer satisfaction and lowered overall support costs.
- Created a supportive team environment that was defined by collaboration and knowledge sharing; high retention rate within the team, 100% retention within the IT organization.
- Extended the service life of legacy systems with minimal increased overhead and impacts to users. Reacted to increased in-house support of out-of-warranty computers by improving inventory controls, increasing staff training and workspace.
- Active member of Enterprise Change Advisory Board that established and implemented structured change review process for all technology and application changes affecting production systems. For added efficiency, process standardization was dovetailed with initiative to develop SOPs.

AUDIOSYSTEMS, INC., Mountlake Terrace (Audio Equipment Manufacturer)
IS Manager/Controller

2003–2004

Administered accounting operations, information systems, and computer operations and support.

- Improved performance and reliability of multiple systems—Windows domain controllers, Exchange servers, and hard drives—by reconfiguring problem installations.
- Created low cost disaster recovery plan for manufacturing process to mitigate catastrophic risks.
- Improved inventory tracking by creating a check-out process to control usage and reduce waste.