

DIEGO FERRER, PMP

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(630) 204-4354

SENIOR IT EXECUTIVE

SUMMARY

CIO for O'Hare & Midway airports. Over 20+ years of practical experience in software development, architecture and technical leadership. Highly capable of managing complex technical infrastructures such as the one present in O'Hare, the busiest airport in the country and sixth busiest in the world. Possesses strong organizational and decision-making skills to coordinate multiple projects and have a keen understanding of how to deliver IT services in cost-effective and innovative ways. Prior experience in leading large, complex project management initiatives in different industries. Demonstrated leadership skills managing projects in many industries.

PROFESSIONAL EXPERIENCE

Chicago Department of Aviation - O'Hare & Midway International Airports 05/16 –Present **Chief Information Officer**

- Leads the strategic planning efforts of the Information Technology/ Telecommunications division to support the mission of the Chicago Department of Aviation
- Designed and managed datacenter redundancy & resiliency architecture between O'Hare & Midway airports.
- Leads application development efforts using agile development methodologies.
- Started guidelines for cloud technology adoption.
- Operates desktop, network and server operation under ITSM foundation principles.
- Designs and leads the efforts to implement a biometrics solution to use face-recognition for boarding passengers in International departures in O'Hare Terminal 5
- Provides oversight for IT/Telecommunications solutions including: network and desktop support, application development, video and camera management systems, enterprise systems, wireless infrastructure, distributed antenna systems, PCI compliance, content management platforms, and network security.
- Leads efforts to develop solutions that improve the customer experience, reduce costs and enhance operational efficiencies.
- Develops and manages the IT/Telecommunications budget and expenditures.
- Manages IT staff and contractors.
- Remains current on information technology trends, directions and issues; and maintain an active role at regional and national conferences and organizations that are considered leaders.
- Serves as department's IT Liaison with other City departments and the airlines.

Orinoco Systems LLC, Wheaton, Illinois **President**

02/08 – 04/16

- Provides technical and managerial leadership for Orinoco Systems. Managed a team of 30+ technology specialists in the US and Mexico.
- Oversees and manages services provided to Orinoco's customers, which include application development, technology package selection, acquisition, implementation and support, system administration, network operations, technical security, disaster recovery, vendor management, business process improvement and end-user support.
- Oversees internal data center implementations and operational needs including virtual server environments, hosted applications and closed circuit television (CCTV) system.
- Architects solutions to increase business agility, efficiency and customer satisfaction. Solutions may involve migration of business centers to cloud-based services, workflow & collaboration software and systems consolidation.

Electronic Knowledge Interchange (EKI), Chicago, Illinois
Founder/Co-CEO

01/98 – 01/08

- Responsible for all professional services and provided technical leadership for EKI.
- Managed internal IT infrastructure including messaging, Internet connectivity, redundancy and network security.
- Acted as Technical Manager for the development and implementation of an electronic mass notification system for the Chicago Department of Public Health. The Health Alert Network (HAN) sent messages in multiple formats and media, and via multiple pathways. Developed security schemes, procedures, and guidelines for the application. Solution involved several IBM technologies including Domino, Web Mail & Dom.doc. Technical characteristics of this project included single sign on (SSO) between PKI, WebSphere & Domino servers. The project utilized several communication methods including Microsoft-based technologies.
- Acted as Technical Manager for the City of Chicago Department of the Environment's Green Initiative Kiosks project. One the kiosks was installed in O'Hare airport.
- Managed the City of Chicago Department of Public Health Immunization program (IP) Document Management System.
- Served as Project Manager for the "Portfolio & Resource Management System" for Wal-Mart, a web-based resource and project portfolio tracking system for the ISD division.
- Acted as a technical project advisor for the "Product Lifecycle Tracker" system for Wal-Mart, a comprehensive workflow tool to manage product development.
- Managed the implementation of a web-based solution for Kraft Foods. Project involved workflow, document management, communication with internal & external customers and extensive connections with databases.
- Designed and implemented Intranet solutions for a variety of organizations. Many solutions involved connectivity to data sources including Oracle, MS SQL and mainframes.

Blackwell Consulting Services - Chicago, IL
Director/Account Manager/Consultant

02/94 – 12/97

- Provided technical leadership for consulting engagements for several customers.
- Managed performance of consultants participating on several accounts. Specialized in groupware technologies including Lotus Domino, Internet Integration and Application Development.
- Led technical projects. Concentrated on process re-engineering and application development using client/server tools and groupware technologies.

EDUCATION

Mini MBA. Management Certificate.

Loyola University. Chicago, IL

B.S. in Electronics Engineering Technology.

DeVry Institute of Technology. Chicago, IL

CERTIFICATIONS

Aug. 2015: Project Management Professional (PMP)

Oct. 2010: Certified VMware Sales Professional

Jan. 2009: Microsoft Small Business Sales and Marketing Skills Assessment

Oct. 2008: CompTIA A+

May 2006: Datacap Information Capture Training

April 2006: FileNet Records Management Best Practices

Nov. 2005: IBM Certified Application Developer Domino 7

Sept. 2005: IBM On-Demand Solution Advisor for e-Business