

Luis J. Guadalupe Sánchez
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Summary of Qualifications

- Microsoft Client Operating Systems expert.
- Excellent communication and human relations skills.
- Ability to manage multiple priorities in a fast-paced and rapidly changing environment.
- Natural ability to work within a detail-oriented team environment.
- Fully Bilingual
- Excellent analytical skills
- IT Leadership Experience
- 22 years of IT Experience

Professional Experience

Nova Southeastern University

April 2021 – Present

Associate Director of Client Technology Support

Accomplishments:

- Manages technical staff and assigns daily job duties.
- Plans, directs, supervises, and coordinates work activities of subordinates and staff, including hiring, coaching, evaluating, and terminating.
- Serves as liaison between departments and the customers/users concerning requests, standards, expectations, and other program and project matters.
- Consults with the Director in preparing, tracking, and control of departmental budget.
- Oversees workflow, progress, and outcomes of the academic and administrative projects of the department.
- Initiates and implements technology resources for effective operations.
- Determines need for installation and upgrades of existing software, both networked, desktop, laptop, etc.
- Consults with the end user on major university projects and on their technology needs.
- Oversees work in the clinical environment.
- Leads special projects.
- Assists in moving PCs and other technology equipment within university facilities to other locations on and off campus.
- Oversees operational status and implementation of disaster preparedness and recovery plan, when necessary.
- Coordinates and provides appropriate support at facilities including smart classrooms, electronic classrooms, offices, and/or clinics, videoconferencing classrooms and other University.

Miami Dade College

January 2019 – Present

Adjunct Professor

- Initiated facilitated and moderated computer and cybersecurity related course discussions in accordance of curriculum.
- Planned designed and revised syllabus curriculum instruction content and other materials as required.
- Provided student body with counsel and direct supervision in laboratory work and issues with course work.
- Stayed abreast of advancements in computing and cybersecurity technology.

Atlantis University

March 2021 – Present

Adjunct Professor

- Initiated facilitated and moderated computer and cybersecurity related course discussions in accordance of curriculum.
- Planned designed and revised syllabus curriculum instruction content and other materials as required.
- Provided student body with counsel and direct supervision in laboratory work and issues with course work.
- Stayed abreast of advancements in computing and cybersecurity technology.

Broward College

January 2024 – Present

Adjunct Instructor

- Initiated facilitated and moderated computer and cybersecurity related course discussions in accordance of curriculum.
- Planned designed and revised syllabus curriculum instruction content and other materials as required.
- Provided student body with counsel and direct supervision in laboratory work and issues with course work.
- Stayed abreast of advancements in computing and cybersecurity technology.

Nova Southeastern University

November 2017 – April 2021

Manager of Technology Support Engineer

Accomplishments:

- Manages technical staff and assigns daily job duties.
- Recommends promotions, change in employment status, handles departmental employee complaints and evaluates employee job performance.
- Delivers the operating functions of the department including departmental policies and processes.
- Manages appropriate technology support at university facilities.
- Supervises the repair of relevant technologies hardware and software with University vendors.
- Delegates the work tickets and assigns technicians to resolve any hardware and/or software problems.
- Assists the Senior Director with the ongoing development of the department's Annual Technology Plan (ATP).
- Resolves complex technical issues and impart the knowledge.
- Assists with planning and controlling the departmental budget.
- Assumes responsibilities for performing IT maintenance work in a clinical environment.

National University College

August 2016 – Present

Instructor

Accomplishments:

- Initiated facilitated and moderated computer and cybersecurity related course discussions in accordance of curriculum.
- Planned designed and revised syllabus curriculum instruction content and other materials as required.

- Provided the student body with counsel and direct supervision in laboratory work and issues with course work.
- Stayed abreast of advancements in computing and cybersecurity technology.

Nova Southeastern University

September 2014 – November 2017

Technology Support Engineer

Accomplishments:

- Installed and maintained software systems for faculty and staff to ensure technology resources are properly functioning.
- Repaired and troubleshooted computer equipment at the site in a timely manner.
- Trained users with emerging technologies.

Polytechnic University of Puerto Rico

March 2013 – July 2014

Blackboard System Administrator

Accomplishments:

- Installed, maintained, troubleshooted and updated the platform; ensure the production and test environment is up and running.
- Provided support to users and administer the Blackboard Enterprise course management system with 96% customer satisfaction according to university survey.
- Run data reports and analysis for university reaccreditation for the university and enrollment estimation for the distance education courses.
- Performed data backups and disaster recovery operations and security measures to ensure confidentiality of institutional data without any issues recorded.
- Promoted the migration of the platform to the cloud for better service and security.
- Maintained logs related to network functions, as well as maintenance and repair records to promote process documentation.
- Development and implementation of IT policies to comply with course QA standards.

Outsourcing Solutions Inc.

December 2003 - March 2013

MIS Assistant

Accomplishments:

- Assisted employees in using, maintaining, and selecting software programs compatible with the system.
- Trained staff to use MS Office applications and Internet Explorer.
- Perform other duties as assigned.
- Provided network administration to include LAN troubleshooting and resolution.
- Supported more than 100 end-users with computer, network systems and peripheral devices.
- Server and Computer Migrations were completed successfully.

Technical Skills

MS Word, Access, Excel, PowerPoint, Symantec Norton Antivirus, Internet Explorer, WinZip; LAN/WAN Networks; Exchange Email; Citrix Enterprise 4.3, Telecommunications; Internet / Intranet Operations; Backup Planning; Microsoft SQL Server, ASP.net, Visual Basic, JAVA, JavaScript, Windows Server 2016, Microsoft Active Directory, Hyper V, Windows 7, System Center 2012, Casper, UNIX, LINUX, Blackboard Learn, Articulate, Softchalk, Polycom, Canvas.

Education and Professional Training

Doctorate of Philosophy in Cyber Defense

Dakota State University, Madison, SD **June 2026**

Masters of Science in Computer Science

Interamerican University of PR, Fajardo PR **June 2016**

Certificate in Cyber Security 2013: Cloud and Social Networking Forum.

Polytechnic University of PR

Bachelor of Business Administration in Computer Information Systems

Turabo University, Gurabo PR **June 2012**

Certificate in Computer Programming

Instituto de Banca y Comercio Caguas PR **August 2003**