



MAYOR DAVID J. NARKEWICZ

City of Northampton
Office of the Mayor
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MEMORANDUM

DATE: May 7, 2015
TO: City Council
FROM: Mayor David J. Narkewicz
SUBJECT: **Appointment of IT Director**

I am appointing Cruz Antonio Pagan to the position of IT Director, filling the vacancy created by the departure of Vanessa Oquendo. Mr. Pagan has more than 30 years of technology management experience and most recently held the job of Executive Director of Integrity by CELT. Prior to that position Mr. Pagan worked as the Chief Technology Officer for Collaborative for Educational Services. I am submitting this appointment to the City Council in accordance with the Northampton Charter § 2-10.

cc: City Clerk, Wendy Mazza

CRUZ ANTONIO PAGÁN, BSEE

P.O. Box 4551, Springfield, MA 01101 – 413.427.6651 – antonio.pagan@gmail.com



EXECUTIVE SUMMARY

SHARED VISION | LEADERSHIP | CONTINUOUS LEARNING

Results-oriented, innovative and dedicated executive leader with excellent team-building, organizational and communication skills. Recognized by peers as a systems thinker, visionary entrepreneur that understands the need for collaboration to advance organizational goals. Very experienced in aligning technological perspectives with organizational strategies in human services settings by leading staff and fostering open communication throughout the organization.

AREAS OF EXPERTISE

- Nonprofit Operations Management
- Strategic/Tactical Planning
- Infrastructure Management
- Technical Preparation
- Information Stewardship
- Software/Web Development
- Innovation Nurturing
- Change Management
- Technology Leadership

PROFESSIONAL EXPERIENCE

EXECUTIVE DIRECTOR

INTEGRITY BY CELT, MARLBOROUGH, MA

July 2013 – present

Responsible for designing, developing and executing business development and customer satisfaction plans aimed to optimize existing and prospect customers and providers relationships. Responsible for leading the executive team in maintaining a persistent focus on customer experience in all organizational processes and activities. Grow Integrity by CELT annual revenue by acquiring new customers, retaining existing customers, and expanding current services in the Network Security and Infrastructure, as well as the Software as a Service segments.

CHIEF TECHNOLOGY OFFICER

2007 – June 2013

COLLABORATIVE FOR EDUCATIONAL SERVICES, NORTHAMPTON, MA

Oversight of Technology Team, including twelve professionals in several facets of the agency such as technology integration, instructional technology, web design, education data use, database management, technology infrastructure, distance learning, helpdesk support and others. Implement software tools and processes for student data analysis and support educators on developing effective practices. As member of the Leadership and Executive Teams, contribute to the decision making process ensuring that essential roles of technology are supporting the administrative decisions within community service settings.

ACHIEVEMENTS:

- In collaboration with the ABE Division of DESE, managed the team charged with developing a centralized model for providing Distance Learning to GED and ESL students statewide.
- Co-facilitated the recent strategic planning process, based on systems thinking principles, which prepared the agency to more nimbly respond to current changes and trends in education.
- Developed and managed a technology support team for providing technology infrastructure maintenance and helpdesk services to educators providing special education services at institutional settings statewide.

IT AND SUPPORT SERVICES MANAGER

2005 – 2007

THE FOOD BANK OF WESTERN MASSACHUSETTS, HATFIELD, MA

Oversight of the IT Team to provide support to the administrative offices and warehouse, and the Support Services Team to provide donors database management, front desk support and overall office services. As a member of the Leadership Team, provide advice on how to leverage existing technology to support more than 400 human service agencies throughout four western Massachusetts counties.

INFORMATION TECHNOLOGY DIRECTOR

1998 – 2004

TOWN OF WILBRAHAM, WILBRAHAM, MA

Managed IT resources, including desktop installation, network design, installation and management, web design, database applications design and management, finance applications management and project management. Oversight of town LAN and WAN provided to Hampden-Wilbraham Regional District schools. Development and management of town Geographical Information System, aimed to provide mapping and property related database functionality through an integrated graphical interface.

<u>SYSTEM ANALYST</u>	1996 - 1998
APPLIED PC SYSTEMS, INC., WEST SPRINGFIELD, MA	
Developing software applications and providing consulting services on legacy systems conversion to GUI based systems using Visual Basic and MS Access tools. Providing services to key customer, Solutia Co. at Springfield facilities, on long term assignment toward process automation and client-server technology migration, database administration and Year 2000 compliance development.	
<u>SYSTEMS INTEGRATION CONSULTANT/ OWNER</u>	1993 - 2005
PROFESSIONAL CYBER SERVICES, LLC, SPRINGFIELD, MA / LAS PIEDRAS, PR	
Provided consulting services on computer software systems in different business environments, from small businesses to national corporations emphasizing on technical education. Development and implementation of customized training on Software Applications as Windows, MS Office, Excel, Word, PowerPoint, Access and others. Development and implementation of customized systems for sales and manufacturing businesses, using MS Access database system and Visual Basic. Design, installation and implementation of Local Area Network within Windows NT and 2000 networking environment.	
<u>QUALITY ADMINISTRATOR</u>	1993 - 1995
MICROSOFT PUERTO RICO, INC., HUMACAO, PR	
Managed Quality Assurance Department in largest US Software Duplication Plant. Implemented and managed Supplier Certification Program aimed to qualify local suppliers in term of their Quality Systems and product performance. Managed Document Control and Corrective Actions Close Loop Systems, New Materials and Processes Validation Programs and Test Equipment Calibration Program aimed to achieve and maintain ISO 9002 Registration. Developed and implemented software system to manage Test Equipment Calibration program, using MS-Access database system.	
<u>TECHNICAL SUPERVISOR</u>	1991 - 1993
MICROSOFT PUERTO RICO, INC., HUMACAO, PR	
Managed Technical Support Group, in three shift operation, including maintenance of computerized manufacturing equipment, pneumatic and PLC based equipment and advanced Test and Measuring equipment. Provided technical training in utilization and maintenance of computer based manufacturing equipment. Ensure best working conditions of network-linked systems, proper software installation and software duplication.	
<u>PRODUCTION SUPERVISOR</u>	1989 - 1991
INTEL PUERTO RICO, INC., LAS PIEDRAS, PR	
<u>SR. MANUFACTURING SUPERVISOR</u>	1988 - 1989
WANG LABORATORIES OF PUERTO RICO, JUNCOS, PR	
<u>ELECTRONICS TECHNOLOGY PROGRAM DIRECTOR</u>	1985 - 1987
INSTITUTE OF MULTIPLE TECHNOLOGY, MAYAGÜEZ, PR	
<u>PROJECT ENGINEER (STUDENT CO-OP PROGRAM)</u>	1983 - 1985
PUERTO RICO TELEPHONE COMPANY, SAN JUAN, PR	

PROFESSIONAL ORGANIZATIONS AND AFFILIATIONS

Association of Educational Service Agencies (AESA) – Graduate from Executive in Residence Program
Global STEM Education Center – Member, Board of Directors
International Society for Technology in Education (ISTE) – Member, SIGAdmin Committee Volunteer
National Association of Media Technology Centers (NAMTC) - Member

EDUCATION

CERTIFICATE IN NONPROFIT MANAGEMENT (IN PROGRESS)
Holyoke Community College, Holyoke, MA
BS ELECTRICAL ENGINEERING, MAJOR IN ELECTRONICS
University of Puerto Rico, Mayagüez Campus - Mayagüez, PR

LANGUAGES

Bilingual and Bicultural (Spanish / English)
