

Pablo Rosas
3100 South Manchester St. No. 224, Falls Church, VA 22044
Mobile 954.732.9635 • rospab@gmail.com

January 28, 2010

Cooper Photonics
Attn. Hiring Manager / HR Department
12206 Broken Lance Court
Clinton, MD 20735

Tel. 301. 583.4635

Re: Assistive Technology Technician

Dear Hiring Manager / HR Department,

I learned about the Assistive Technology Technician position through DCJobs.com, and confirmed it with CPhotonics.com. I am interested in the opportunity, and certain that with my extensive experience and skills I can contribute to the success of Cooper Photonics. Attached is my résumé for your further review and consideration.

There are a number of key values I would bring to your organization. First, over 20 years of experience as a hands-on IT director and advanced systems integrator. I have managed numerous complex Mac networks and tech initiatives used by clients and businesses in wide ranges of production environments. Second, I have consistently provided my clients with high level operational support, tier 1 assistance and training, and implemented best IT practices so they could achieve their cross-functional business objectives and corporate goals. Third, I am an organized and resourceful problem solver who strives to manage projects within schedules and budget. Fourth, being bilingual and fluent in Spanish.

For the past ten years, as IT director for Apple's distributor for Latin America and the Caribbean, and a renowned magazine publisher, I updated their infrastructures to enterprise-level, replaced legacy systems with world-class ERP, business-grade accounting and CRM, managed business relations with key vendors and contractors, and provided high level support for hundreds of users and systems in the US, Latin America, the Caribbean, and a few in Europe and China.

My work scope has covered many of the areas Cooper Photonics requires. On the tech side I supported users, specified, configured and supported Mac and PC systems, XServe servers (OS X 10.3-10.6), MS Office (Mac and Win), Adobe CS3-4, OS X font management, upgrading systems, patches, antivirus, etc. On the management side, I interacted closely with clients to ensure compliance of established policies, managed growth, prepared annual budgets, assisted teams and their clients, coordinated seminars, training and exhibitions, and helped with logistics for their events. Basically, managing multiple projects simultaneously, and being a good team player.

My work ethic is diligent and enthusiastic, I adapt well to change, and have always had the drive to build and interact with people at all levels to help develop common strengths. I am confident that I can promptly learn Cooper Photonics' best practices, and promptly start contributing to its success.

I look forward to meeting you soon. Thank you very much for your time and consideration.

Sincerely,



Pablo Rosas

Enclosed: résumé in PDF format

PABLO ROSAS

3100 South Manchester Street No. 224, Falls Church, VA 22044
Mobile 954.732.9635 • rospab@gmail.com

pg. 1 of 3

PROFILE OVERVIEW

Project Management

- For years have successfully led numerous technology-based growth initiatives that have improved staff productivity, and helped companies achieve their cross-functional business objectives and corporate goals.
- Good ability to integrate the client, technical and business aspects of projects, always fostering open communication with people at all levels to help develop common strengths.

Results-Oriented Team Leader

- Organized and resourceful, can work well individually or in team projects. Can manage multiple tasks simultaneously with high levels of accuracy, within tight schedules and assigned budgets.
- Close interaction with management, to ensure compliance of operations based on established policies.

IT Industry Expertise

- Extensive IT experience. Have worked with a broad range of companies and private clients on systems integration, training and high level support strategies to improve capabilities and Quality of Service.
- Current in tech industry advances, including Mac OS X, Mac systems, Wintel, ARD, Adobe, FileMaker, HP, JAMF Casper Suite, MS Office 03/07, 08 for Mac, Quark, SAP, QLogic, Symantec, networks, storage, etc.

PROFESSIONAL EXPERIENCE

Ocean Drive | Niche Media Director of IT Miami & Atlanta offices South Beach, FL

2005–2008

- Directed the complex IT operation for this renowned publisher of luxury lifestyle magazines.
- Initially hired as a consultant to correct severe data loss and network issues. Did a thorough assessment of LAN, WAN, file, email and backup servers, storage, reliability and security aspects. OD's tech infrastructure was out-grown and needed to be re-built correctly, to high industry standards.
- Implemented major upgrades to bring OD's tech infrastructure up to best industry standards, improve scalability, reliability, control costs, plan for growth, and strengthen against annual hurricane season.
- Upgraded networks to enterprise-grade, installed clean, dedicated electrical circuits and UPSs.
- Replaced legacy servers with Mac Xserves and XServe RAID for storage, connected via fibre channel switch.
- To ensure business continuity and facilitate disaster recovery, relocated other mission critical servers and services (e-mail, web, FTP) to hurricane proof data centers, and deployed redundant instances.
- These changes significantly improved reliability, performance, staff and company's tech capabilities. Uptime increased to over 99.5%, maintenance was simplified, and operational costs reduced.
- Revised key applications, replaced legacy client database with web based ERP/CRM publication management, (MagManager and DataTrax), and accounting systems with MS GP Dynamics. Considered other SAS and web based applications.
- Increased the capacity of the production department with new systems, and interacted closely with them to ensure the publishing process would run smoothly from content design to proofing, to printing and web.
- Managed help desk for a staff of 120+ in S Florida, Atlanta, Chicago, NY and remote users in Europe and Asia.
- Managed business relations (SLAs) with vendors of IT services, ISPs, Telco and maintenance contracts.
- With new capabilities, management opened offices in Atlanta and Chicago, expanded the portfolio to 11 monthly magazines, more seasonal (golf, Art Basel, real estate, special) publications, and more events.
- Upon the acquisition by GMG in late 2007, worked on the "One Company–One Network" initiative, to interconnect HQ in Vegas, main hubs and 10+ regional offices in a fast private network, (MPLS circuit). This platform to integrate resources and enhance security, would be used and managed, across 4 US time zones.
- Helped manage Open Directory and Active Directory servers in Miami, New York and Vegas.

Atlantic Metal Extrusion Quality Assurance Manager Fort Lauderdale, FL (short term contract)

2004

- Led project to find a first-rate aluminum extruder in South America that could manufacture parts made to USA's high standards of quality.
- Considered candidates in several countries in the region, and selected a company in Colombia because it presented the best quality and shipping capabilities, and was interested in developing new products.
- Negotiated terms, outlined quality requirements for aluminum extrusion, paint, slitting and packaging.
- To ensure a smooth supply chain, did a thorough knowledge transfer of best practices and QA expectations in the US, and coordinated the start of the business process.

Tallard Technologies, Inc. IT Director Miami, FL

1997–2004

- As IT Director for Apple's, HP's and Avaya's Distributor for Latin America and the Caribbean, managed all IT operations, corporate infrastructure, tech growth, help desk, training and support for 80+ employees in Miami, Caracas, Mexico City, and Chile.
- Led and successfully completed many IT initiatives, including a major migration of legacy systems to SAP R/3,

PABLO ROSAS

3100 South Manchester Street No. 224, Falls Church, VA 22044

Mobile 954.732.9635 • rospab@gmail.com

pg. 2 of 3

- CRM solutions, and implemented company wide VoIP using Avaya systems.
- Upgraded LANs into enterprise-grade network, installed clean, dedicated electrical circuits and UPSs, and helped manage an extensive consolidation of new offices and warehouse.
- Managed business and technical relations with vendors of IT services such as SAP R/3 basis support, ISPs, Telcos, and supported 110+ computers for staff (60% Macs – 40% Wintel).
- Managed and supported 20+ servers (80% Wintel – 20% Mac XServe). Hosted SAP R/3, Web, PDC, SDC, MS Exchange, CRM instances on enterprise grade HP servers, and e-mail, file servers and FTP, on Xserves.
- Implemented wireless scanning – high speed label printing, to increase warehouse's shipping capability.
- Supported the in-house Apple and HP Authorized Service departments, helping their clients install, configure and test advanced or complex software, peripherals, networking equipment, etc.
- Implementing SAP put TTI on a common ERP platform with Apple, HP, Avaya and IBM.

TEK, inc.

Operations Manager
Fort Lauderdale, FL

1993–1997

- Managed my soho company, specialized in advanced Mac consulting, integration and support for digital design and publishing, always striving to implement the best Mac IT practices available.
- Planned and managed numerous complex Mac OS based networks used my clients in diverse business and production environments.
- Provided consulting, integration, training and support for clients with businesses in design, printing, cruise ships, hospitality, apparel, distribution, construction, photography, plastics, in South Florida, Latin America, the Caribbean and Europe.

ICS-Connecting Point
Apple In-House
Mac Systems Engineer
Miami, FL

1989–1993

- Selected by Apple to be their In-House Mac Systems Engineer for its best dealer in South Florida. Coordinated the Mac operation with management, did pre-sales consulting and post-sales support for clients in the graphics industries.
- Organized digital Design seminars, featuring “WhaleSong, The Story of Hawai'i and the Whales”, regarded as the first digital publishing seminar in the US. It was presented by R. Goodman, former NatGeo photographer.
- Apple's co-sponsorship helped make these seminars very visible and successful, leading to an increase in sales of Mac based solutions of aprox 200% during those years.

Cerro Matoso S.A.
Montería, Colombia
EL Cerrejón
La Guajira, Colombia
Corporate Photography
and Video

1981–1984

- Managed all visual communications projects for these 2 northern Colombia multi-million dollar ferronickel and coal complexes. Frequently had to communicate with people of some 32 nationalities.
- Main scope of contract was to produce corporate photography and video, for the depts. of Training and Industrial Safety, to train employees in the safe operation of complex industrial plants, and to transfer knowledge of technology and methodologies to engineers in charge of future maintenance and repairs; for the PR dept. at CMSA, to promote this nickel operation in Colombia, and worldwide, to give international partners and clients periodic progress reports; and for the global Marketing Group, I produced targeted slideshows to sell Colombian ferronickel and coal in the European and Asian markets.
- Regularly participated in the design of annual reports and many other international corporate publications, and designed their showcases and booths for international trade shows.

Desi+Tec Corp.
Industrial Design+
Corporate Photography
Bogotá, Colombia

1980–1988

- Managed product design and visual communications projects, for clients with business in educational toys, open office furniture systems, booths for international trade shows, exclusive lighting for corporate boardrooms, and travel related services.
- Did product and industrial photography for Colombian and intl. corporate publications, newspapers, and magazines. Clients included Shell, Billiton, Bechtel, CMSA, Carbocol, El Espectador, El Tiempo, Diners Club, Intercor and Hunter Douglas.
- From 1980 to 1984 focused primarily on industrial photography and video for mining operations in northern Colombia, working closely with clients on training, industrial safety, PR, marketing, etc.
- From mid 1984 to 1988 my main focus shifted from photography to computers. It was the dawn of digital publishing with the Macintosh at the core, and the right time to embrace this exciting new technology.

Flores de Funza
Director of Construction
Bogotá, Colombia

1980–1981

- Directed all construction and maintenance projects for this high grade flower grower and exporter.
- Managed a staff of 35 employees to build, renovate and maintain 23 acres of greenhouses and all infrastruc-

PABLO ROSAS

3100 South Manchester Street No. 224, Falls Church, VA 22044
Mobile 954.732.9635 • rospab@gmail.com

pg. 3 of 3

ture related to flower transport systems, irrigation systems, cold rooms, and roadways.

- Brought fabrication processes in-house (vs contracting) resulting in better management of resources. This also led to good savings of time and money, and allowed further improvement of general maintenance procedures throughout the farm.
- Detailed project management and close interaction with PRD, QA and Sales led to savings of about 16% of the planned annual budget, and an opportunity to make important improvements and expansions to my department's machine shops, and improve dining areas and lavatories, used by all 500+ company employees.

US Embassy in Colombia **Industrial Design** **Consultant** Bogotá, Colombia

1980

- Hired by the department of Communications of the US Embassy to create a concept of a metro transport system for Bogotá, Colombia's capital city, and build a working (HO) model of a concept station beneath the Plaza de Bolivar.
- This project was showcased in the US pavilion of the Intl. Trade Fair in Bogotá, and received wide media coverage because it presented new development ideas for cities in Colombia and the region.

EDUCATION

BS in Industrial Design

- Faculty of Industrial Design – 1976–1980
Universidad Tadeo Lozano, Bogotá, Colombia

School of Engineering

- Faculty of Mechanical Engineering – 1974–1975
Universidad de Los Andes, Bogotá, Colombia

Other Training and Certifications

Apple

- Mac OS X 10.3 (Panther) Client & Server Certification. Xserve, Xserve Raid, Mac OS X 10.4 Client & Server, Mac OS X 10.6 Client & Server.

Microsoft **SAP**

- Windows 2000 - 2000 Server, Windows 2003 - 2003 Server, MS Security Clinic
- SAP R/3 - User Basics, SAP BASIS 4.6C/D System Administration

Computer Literacy

- Advanced hardware and software skills, current in tech industry advances.
- Mac systems, Mac OS X, OS X Server (10.3 - 10.6), Win XP, etc, Adobe CS3 - CS4, Photoshop, Indesign, Acrobat, MS Office 2003/2007, 2008 for Mac, Excel, Word, PowerPoint, Visio, Keynote, Aperture, Photo Mech, Quark, client-server apps, Kerio, e-mail server, Connected™ accounting, network utilities, antivirus, backup, ARD, FileMaker, JAMF Casper Suite, Quark, SAP R/3, QLogic, Symantec, networks, storage, etc.

Other Strengths + Values

- Effective problem solver, quick learner who pays close attention to detail.
- Relate well to all levels of people in organizations.
- Cope with change effectively, handle risk and uncertainty, and perform well under tight deadlines and pressure, sometimes with only partial information.
- Creative thinker, excellent interpersonal skills, diligent and enthusiastic work ethic.
- Bilingual and fluent in Spanish. Fair understanding of French, Italian and Portuguese.
- Familiar with people and cultures, of the Americas, the Caribbean, and Western Europe.
- Pro caliber photographer. Have taught numerous introductory and intermediate courses on technique, composition, lighting and darkroom for higher-ed levels, and my private students.
- As a volunteer, have helped K-12 and higher-ed teachers from Latin America and The Caribbean.