

Rosario Robinson C.V.

emailme@rosariorobinson.com | +1.301.771.1138 | <http://rosariorobinson.com>

Innovative Technologist | Change Agent | Global Community Transformation

Innovative and results-driven management professional with experience directing high performing cross-functional teams from marketing staff to software engineers in market analysis, system integration, processes and infrastructure improvements and much more. Hands-on information technology experience and comprehensive knowledge of creating and implementing strategic plans to ensure sustainable and quality product and delivery. Proven success in developing, managing and integrating advanced technology to support operational strategies and proven ability to merge technology platforms to structure a highly functional performance-oriented Technology organization.

Areas of Expertise:

- ◆ Leadership
- ◆ Collaboration
- ◆ Team Building and Mentoring
- ◆ Influencer & Negotiation
- ◆ Risk Management
- ◆ Global Inclusion
- ◆ Governance and Compliance
- ◆ Strategic Planning
- ◆ Diverse Perspective

EXPERIENCE

DIRECTOR, Communities And Technical Programs

ANITA BORG INSTITUTE (ABI),

Washington, DC, **6/2011 - Present (virtual team with extensive global travel)**

Successfully migrated legacy machines from Oregon State University Open Source Lab to internal Amazon Web Services cloud infrastructure with very minimal issues. Additionally lead for community requirements for enterprise resource planning implementation for organization wide.

- Lead ABI Community Team (10), volunteers (300+), communities (45) and community members (15,000+) in more than 65 countries and Systems Google Summer of Code virtual program including all [open source projects](#). Established partnership with Peace Corps to implement global projects for Peace Corp volunteers.
- Define strategy for market entry, scale and align programs with overall organization's strategy
- Develop impact measures, budget and targeted goals for growth and new global markets
- Decide/Manage community infrastructure needs for technical programs
- Lead architect for community infrastructure and open source technologies including AWS, Ubuntu, CentOS, Apache, Python, Ruby on Rails and Selenium frameworks for automated testing.
- Diversity manager for ABI communities, manage community and program managers leading volunteer moderators and leaders in various affinity and technical communities
- Collaborate with business development, finance and marketing teams to support community activities and events on global stage
- Internal diversity and inclusion advocate.

Successfully launched new web portal for NetHope's Women's TechConnect using open source technologies for developing countries.

- Project Manager for [NetHope's Women's TechConnect](#), Humanitarian Integrated Community implementation.
- Wrote grant proposal and received approval/funding for integrated project between NetHope and Systems, NetHope's Women's TechConnect (WTC) global mentoring program.
- Execute all phases of project and developed Website portal for WTC on wordpress platform.
- Designed WTC webinars for professional development and career paths, mentoring best practices for more than 100 pairs of mentors/protégés.

PRINCIPAL TECHNOLOGY CONSULTANT — TECHNOLOGY SOLUTIONS

FOCUSGEARS LLC, Atlanta, Georgia, **3/2009 - Present (Virtual teams and extensive global travel)**

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Successfully completed *network infrastructure design and implementation for first release launch for connectivity* between U.S. headquarters, Brazil, Mexico Data Center and India Development center to comply with CWAN traffic for Web Portal project.

As a Global Independent Consultant, I provide IT Project Management in high-technology industries to include Telecommunications, Mobile devices, Location-enabled technologies, CRM, Internet web applications and more. With extensive experience in project management (\$15m+), product lifecycle and a SME in software development and implementations, my services enable a high ROI with quality implementations and results. A member of the Project Management Institute (PMI), I follow PMI processes and guidelines for managing projects for success to ensure customer satisfaction.

NII Holdings/Nextel Telco:

- IT Project Manager for large enterprise global web portal implementation (>\$100 million) in multiple Central and Latin America markets.
- IT PMO for ePMO (Enterprise Program Management Office) for Chile and Mexico
- Managed global teams located in Brazil, Chile, Argentina, Mexico, India (Chennai) and a dispersed team of U.S. developers (+220 project staff members)

Saber Security:

- Social Media Director creating multiple social media channels for growth impact in the Savannah area
- Work with local public relations company (ABShire PR) and South Magazine for coordinate marketing, press release and advertisement efforts
- Created effective operational standards and documented all client SOP and employee manuals
- Organized and managed PR spots on local television media channels for WTOG, WSAV and local radio stations

PRODUCT MARKETING DIRECTOR — MOBILE SOLUTIONS

TERRAGO TECHNOLOGIES, INC., Atlanta, Georgia, **9/2006 – 2/2009**

Directed marketing strategies, business development plans, promotional activities, product development projects, and MARCOM generation procedures for first location-based mobile solution. Launched a location-based mobile product, gaining 30 clients and significant revenue in the first three months with pipeline of \$1M annual sales.

- Progressed from Project/Product Manager to an increasingly responsible position as Director of Product Marketing for mobile solutions.
- Provided result-oriented product management with on-time delivery to market.
- Delivered profit-driven revenue models (\$2 million+).
- Manage project portfolio of \$500k-\$3M plus and report to Vice President of Operations and C-Level Management team with complete P&L accountability.
- Evaluate and determine implementation of hardware/software applications and interface with key vendors to ensure quality service delivery to 1,000+ external customers.

Incorporated Professional Services methodology to ensure quality and measurable implementation procedures for all projects in organization. Defined, presented and initiated methodology in current projects to ensure proper tracking of issues and escalation. The methodology assisted in overall project flow, reduced communication gaps and was able to identify and mitigate risks with no interruption to project momentum.

Established operational standards and implemented internal changes within nine months of beginning of assignment. *Operations improved efficiency by 30%* through access security measures, created effective business processes and data migration for easy and accuracy.

- Complete P&L responsibility for all projects
- Worked directly with main Venture Capital of Intelligence, In-Q-Tel, to market location-based mobile solution

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- Federal & Civilian markets include DoD/Intel communities, U.S. Army Corps of Engineers – Topographic Engineering Center (TEC), National Oceanic & Atmospheric Administration (NOAA), U.S. Fish & Wildlife Service and National Geospatial Intelligence Agency
- Federal Financial Systems: Internal Revenue Service, U.S. Customs, Small Business Administration and Treasury Department and Technical Lead in Y2K effort, developed Internal Time Reporting Systems to comply with GAO Audits (1994 – 1996)
- Federal, State and Local Emergency First responders including FBI, Department of Homeland Security, U.S. State Department
- Utilities, Forest Services, Transportation, Financial, Telecommunication
- Strategic Partners: Adobe, Microsoft, Google, Northrup Grumman, BAE Systems, TechDiscovery, Georgia Tech Research Institute, AutoDesk, SAIC, Lockheed Martin, Trimble, Juniper

SENIOR CONSULTANT—TELECOMMUNICATIONS (Wireless and Cable)

CONVERGYS, Atlanta, Georgia, 12/2005 – 9/2006 (Global Teams and extensive global travel)

Managed project streams in wireless billing and 5,000+ hours in business to consumer web application for cable products, scalability testing, and hardware requirements. Analyzed financial business requirements for billing, taxation, adjustments and technical service. Full responsibility for onsite client and vendor management. Managed data integration for client BSS/OSS applications and hardware scalability.

- T-Mobile & Cox Communications (Telco)
- Time Warner (Cable)

SENIOR PRODUCT CONSULTANT—TECHNOLOGY

JACADA, Atlanta, Georgia, 10/2004 – 11/2005 (Global teams and extensive domestic travel)

Project manager of CRM integration project for leading provider of outsourced communication solutions for Fortune 1000 companies that streamlined business processes of global contact centers. The technology challenges alone influenced the project temperament and allowed the multi-faceted project team to cohesively deliver a product that reduced call response time and streamlined workflow process of agents.

Project managed multiple simultaneous CRM projects for J2EE implementation with BEA Server and Weblogic as underlying framework. Delivered all portal projects on scheduled and at budget. Managed consultants and developers in multiple remote locations including offshore. Negotiated hardware, software, resources and financial agreements with customers to remain on schedule.

- Cox Communications (Telco)
- West Corporation (Call Center)
- Uline (Shipping)
- Morgan Stanley (Finance)

EDUCATION

KENNESAW STATE UNIVERSITY, Marietta, Georgia

Certificate of Project Management, PMP Prep Certificate Course, *Actively Seeking PMP*

GEORGIA STATE UNIVERSITY, Atlanta, Georgia

Master of Science, Mathematics concentration Computer Information Systems

Thesis Research: Morphometric Techniques in Facial Data Analysis

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SAVANNAH STATE UNIVERSITY, Savannah, Georgia

Bachelor of Science, Mathematics concentration Computer Science, *Magna Cum Laude*

PUBLICATIONS

Cheeks, L., Cummings, D. & Robinson, R. (2018) Culturally-Centric Outreach and Engagement for Underserved Groups in STEM. *SIGCSE 2018 Proceedings of the 49th ACM Technical Symposium on Computer Science Education*, 49, 447-452. ([PDF](#))

Barr, V., DuBow, W. M., Quinn, B. A., Robinson, R., & Townsend, G. C. (2016) *Efforts to Make Computer Science More Inclusive of Women*. *ACM Inroads*, Vol 7 Issue 4, 74-80. ([PDF](#))

Robinson, Rosario (2008). Where GIS and GPS meet. *ACSM Bulletin*, (238), 12/2008, 43-44. ([PDF](#))

INDUSTRY CONSULTS

Gerson Lehrman Group

Council Member at Gerson Lehrman providing consultation for industries in wireless markets, mobile technologies, geographic information systems and software development.

Guidepoint Global Advisor

(Formerly Vista Research Society of Industry Leaders)

Industry Advisor for high-tech industries and software development.

OPEN SOURCE LEAD/CONTRIBUTIONS & VOLUNTEER

Github: <https://github.com/rosariorobinson>

Systems GNU Mailman (customized)

Sahana Eden

Volunteer with Rails Girls & PyLadies Atlanta, Assisted in establishing first Rails Bridge Savannah

Grace Hopper Celebration for Women in Computing

ACM Richard Tapia Celebration for Diversity in Computing

Open Source Convention

Velocity Conference (Silicon Valley and New York)

--- References and relevant documents provided upon request. ---