Daniel M. Rendon

Education

Texas A&M University-San Antonio

Master's in Business Administration, May 2017 *Bachelor of Applied Arts and Sciences (concentration in Sociology)*, August 2013

Texas A&M University, School of Law, College Station

Master's in Jurisprudence (Business Law), December 2018, 15/30 hours completed

Current Professional Experience

Director, Customer Care   January 2020 – present

Oversee the daily service activities of 26 technical staff and student workers in Tier-1 and Tier-2 support, tasked with performing complex troubleshooting and repairs to ITSM systems to include the ITS HelpDesk, Field Service Technicians, A/V administrators, Academic Technology Support, and the Digital Inclusion HelpDesk teams

Align service activities and goals with the IT Strategic Plan and University Strategic Plan with the IT Leadership team to identify areas where critical services need improvement, and establish an agreed-upon strategy to improve

Develop and participate in a university-wide process innovation collaboration initiative that consistently reviews and updates the university's information system planning, project management, project approach, standards, budgets, and Best Practice

Engage with IT Leadership team during the Change Review Board, IT Software Acquisition Review Board process, and act as the primary communication hub keeping stakeholders up to date with critical information

Implement a standardization practice to align KPI's and SLA's driving serving effectiveness and operational excellence, based on customer expectations

Work with our AV and Infrastructure teams to design, manage, and support our standard and VDI environment in the classroom computer labs and open access lab resources across campus

Work with our Field Service Technicians in analyzing computing needs and requirements for research, workstation standards, and testing of new technology solutions

Work with our Helpdesk agents to identify areas of trending concerns in the department and enact agents to collaborate with respective directors to address training needs, FAQs, and knowledge base submission

Work with our Digital HelpDesk team to meaningfully interact with the school district, the City of San Antonio, and community families in the Digital Divide initiative who signed up for a CPE devices

Collaborate with all stakeholders in the Digital Divide initiative from our executive leadership, non-profit agencies, community family members, and digital inclusion scholars

Implement and design a student-ran helpdesk through a partnership with school district IT administrators, trained through a micro-credentialed helpdesk training program, using Accredible and Articulate 360

Oversee all technology replacement cycle processes including workstations, classrooms, lab spaces, and other general areas

Design and organize the 2024 IT Strategic Plan with extensive collaboration between the IT Leadership team and CIO

On occasion, serve as the Acting CIO during the CIO's vacation, sick days, and work-related travel

Employ internal mechanisms that help to improve service times and workflows of all customer-facing activities using Lean Six Sigma analytical tools to achieve our customer service goals

Produce monthly productivity reports across all IT units and analyze results with the IT Leadership Team

Develop and design a dispute resolution process by intaking all customer complaints from faculty, staff, and students and initiating an investigation, if warranted, and communicate all findings in writing, including a resolution if found, or guide staff to make appropriate accommodations

Increase employee retention and engagement by fostering a positive organizational culture through high ethical and moral managerial standards

Champion workplace diversity and inclusivity using Prosci® ADKAR principles and by promoting the organization's mission through collaboration and cooperation

Create a prioritized list of technology recommendations for the CIO to submit to the Information Technology Strategic Committee for resource request

Lead the discussions in the IT Leadership team in the evaluation, selection, and purchase of computing resources, consulting services, and other technology, including RFPs

Teaching Experience

Texas A&M University-San Antonio

Fall 2018

October - December 2018

Jaguar Tracks III, BUAD 3101_902

Texas A&M University-San Antonio

Spring 2019

April – May 2019

Jaguar Tracks III, BUAD 3101_900

Texas A&M University- San Antonio

Summer 2019

June – July 2019

Jaguar Tracks III, BUAD 3101_902

Texas A&M University- San Antonio

Spring 2020

January – May 2020

Business and Society, BUAD 3311_900

Texas A&M University- San Antonio

Fall 2020

August – December 2020

Business and Society, BUAD 3311_900

Texas A&M University- San Antonio

Spring 2021

January – May 2021

Business and Society, BUAD 3311_900

Texas A&M University- San Antonio

Fall 2021

August – December 2021

Business and Society, BUAD 3311_900

Texas A&M University- San Antonio

Spring 2022

January – May 2022

Principles of Management, MGMT 3311_902

Principles of Management, MGMT 3311_903

Texas A&M University- San Antonio

Fall 2022

August – December 2021

Principles of Management, MGMT 3311_909

Principles of Management, MGMT 3311_910

Texas A&M University- San Antonio

Spring 2023

August – December 2021

Principles of Management, MGMT 3311_600

Principles of Management, MGMT 3311_604

Affiliations and Certifications

Educause – Member, 2017

Prospanica –Member, 2018

Prosci® Change Management Practitioner – Certification, March 2019

Lean Six Sigma Yellow Belt – Certification, October 2019

Lean Six Sigma Green Belt – Certification, January 2020