

**Daniel M. Rendon**  
Deputy Chief Information Officer  
(210) 421-2796 · rendon531@yahoo.com

---

### *Professional Summary*

Outcome-driven IT executive with a reputation for meticulous attention to detail, adept organizational leadership, and exceptional communication skills. Extensive expertise in cross-collaborative settings with multifunctional business units, specializing in continuous improvement practices, efficiency optimization, and strategic goal setting. Proven success in leveraging analytical and critical thinking skills for decisive executive decisions, in project and program management.

### *Education*

#### **Texas A&M University-San Antonio**

- Master of Business Administration, May 2017
- Bachelor of Arts and Sciences – Sociology, August 2013

### *Professional Certifications*

#### **Lean Six Sigma**

- Certified Green Belt, January 2020
- Certified Yellow Belt, October 2019

#### **Prosci® Change Management**

- Change Management Practitioner, March 2019

### *Key Skills*

IT Executive Leadership	Operational Excellence	Technology Alignment
IT Service Management	Resource Allocation	Process Improvement
Project Management	Collaborative	Strategic Planning
Change Management	Team and Relationship building	Budget Management
Vendor Management	Data Protection	Stakeholder Relations
Contract negotiation	Data Privacy	Business Knowledge, Perspective, & Clarity
Technology Development	Customer Interactions	Business Case Development
Strategic Thinking		

## *Professional Experience*

### **Texas A&M University-San Antonio, San Antonio, TX**

#### **Deputy Chief Information Officer**

*January 2024 – Present*

- Designs, plans and implements business strategies, plans and procedures. Provides reports to governance committees for strategic alignment.
- Coordinates and oversees daily ITS operations. Provides leadership and mentoring.
- Sets comprehensive goals for business growth and success. Looks for methods to improve quality, efficiency, and productivity.
- Collaborates with the management team to develop and implement plans for the ITS operations, systems, processes, and personnel.
- Supervises assigned staff and provides general direction and oversight.
- Researches and provides substantive and analytic information related to ITS programs and operations. Advises leadership on decision-making.
- Serves as problem-solver to mitigate internal and external issues.
- Coordinates with department heads on implementation of operational plans and initiatives; monitors progress.
- Represents division and agency in meetings, committees and events at local, state and nation levels.
- Coordinates strategic planning activities.

#### **Director, Customer Care**

*January 2020 – December 2023*

- Oversee call center operations, computing, audio/visual, and academic software support teams within a tiered ITIL system.
- Evaluate team performance using Jira Service Manager Analytics against SLAs and KPIs.
- Identify root causes in critical service areas and establish strategies for improvement.
- Lead university-wide process innovation initiatives.
- Collaborate with IT Leadership for acquisitions and updates to servers, networks, and systems.
- Implement standardized practices to enhance efficiency and effectiveness.
- Coordinate with various teams to maintain VDI environments in labs and facilities.
- Engage with stakeholders on the Digital Divide initiative.

- Oversee technology replacement cycles.
- Solicit feedback for the IT Strategic Plan and serve as Acting CIO when needed.
- Integrate Lean Six Sigma practices for efficient IT service management.
- Develop conflict resolution systems and enhance organizational culture.
- Apply Prosci® ADKAR principles to promote workplace diversity.

#### **IT Project Manager**

*December 2018 – December 2019*

- Managed projects using Agile and Waterfall approaches.
- Led requirements gathering sessions and defined business processes.
- Strategized workforce and resource allocations.
- Developed system documents for efficient design and configuration.
- Cultivated stakeholder relations and developed communication plans.
- Tracked project budgets and conducted postmortems.
- Applied Prosci® methods for change management.
- Liaised and tracked progress with vendors and talent for change orders.

#### **IT Business Administrator**

*January 2018 – November 2018*

- Managed a \$4M department budget and \$7M infrastructure project budget.
- Reviewed and approved technology acquisition quotes, proposals, and contracts.
- Maintained vendor relationships and monitored purchase orders.
- Advised the CIO on financial matters and strategic planning.
- Represented the CIO in meetings with executive leadership.

#### **Nikita Productions, San Antonio, TX**

##### **Operations and Special Projects Manager**

*July 2010 – December 2013*

- Supervised a team of 20 A/V and venue staff in a multi-operational music production company.
- Developed strategies to address logistical challenges.
- Oversaw training on equipment operation, TABC laws, customer relations, and sales targets.

#### **United States Navy**

##### **Anti-Terrorism Specialist**

*July 2002 – March 2007*

- Managed, trained, deployed with anti-terrorism operations units across the globe.
- Supervised seven mobilized teams in high-value asset recovery in high-risk zones.

# Daniel M. Rendon – Curriculum Vitae

---

## 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*

## 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\_902

### **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 2022

Principles of Management, MGMT 3311\_909

Principles of Management, MGMT 3311\_910

**Texas A&M University- San Antonio**

Spring 2023

January – May 2023

Principles of Management, MGMT 3311\_600

Principles of Management, MGMT 3311\_604

**Texas A&M University- San Antonio**

Summer 2023

June – July 2023

Principles of Management, MGMT 3311\_602

**Texas A&M University- San Antonio**

Fall 2023

August – December 2023

Principles of Management, MGMT 3311\_602

**Texas A&M University- San Antonio**

Spring 2024

January – May 2024

Business Principles, BUAD 1031\_603

**Texas A&M University- San Antonio**

Spring 2025 (scheduled)

January – May 2025

Principles of Management, MGMT 3311\_602

Principles of Management, MGMT 3311\_603

## 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

---