

Daniel M. Rendon

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Interim Associate VP of Technology, CIO, and Data Management Officer

Interim Chief Information Officer with proven expertise in leadership, team management, and strategic planning. Recognized for driving transformation by aligning technology initiatives with institutional objectives. Skilled in project management, process improvement, and resource allocation to maximize productivity and operational efficiency. Committed to advancing institutional growth through effective technology governance and collaborative engagement. Effective communicator with ability to translate technical dialogue to business.

- C-Suite Leadership
- Strategic Alignment
- Stakeholder Relations and Engagement
- Business Acumen
- IT Strategic Planning
- Budget Planning & Management
- Risk Management
- Digital Transformation
- Information Security & Data Protection

Education

Texas A&M University-San Antonio, Master of Business Administration, May 2017

Texas A&M University-San Antonio, Bachelor of Arts and Sciences – Sociology, August 2013

Texas A&M University, School of Law, MJur in Business Compliance, 18 hours complete

Professional Experience

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

Interim AVP of Technology, CIO, and Data Management Officer *December 2025 – Present*

- Provide leadership for all information technology services of the university, encompassing planning, staffing, budgeting, evaluating personnel, analysis of systems, and accountability for department activities. Information technology includes, but is not limited to, information technology services, technical infrastructure (including voice, data, and imaging), application services, and academic technology.
- Manage strategic and tactical activities to ensure customer satisfaction, technical delivery, contract compliance, and resource management. Deliver strategic advice to university leadership regarding system capabilities, forecasting growth, data management needs, hardware and software recommendations.
- Advise the university regarding technology trends and directions as they relate to university business operations and higher education. Responsible for managing personnel actions and creating staff training and development opportunities for IT employees. Lead

and direct efforts using appropriate management skills including decision making, communication, and time management skills.

- Serve as the Information Resources Manager (IRM) for A&M-San Antonio as required by the State Department of Information Resources (DIR). Prepare Texas A&M System and State of Texas Information requirements. Obtain necessary continuing education to remain current in the field of information technology, including emerging information systems technology and equipment.
- Ensure all university rules, procedures, and guidelines required by the Texas A&M University System and Texas Administrative Code (section 202) are actively in effect, implemented, reported on time, and maintained current.
- Responsible for steering the overall data governance program to success, providing the necessary support, resources, and authority to ensure the success of the program.
- Provide leadership, strategic direction, and guidance for initiatives.
- Ensures data governance program aligns with the organizational goals and objectives. Coordinate and collaborate with various stakeholders to drive the implementation of data governance practices.
- Participate in committees or working teams as needed. Serve as subject matter expert for campus technology.

Deputy Chief Information Officer *January 2024 – November 2025*

- Head IT strategic vision of improving efficiency with measurable results.
- Chair the High-Performance Computing Advisory Council, to establish the best practices in research infrastructure and computing.
- Chair the Banner User Group, to establish the best governance practices in ERP systems.
- Guide 32-member team, within a matrix-managed, ITIL system focused on optimizing support processes and boosting service delivery to users by fostering a collaborative environment, enhancing morale, and driving productivity through effective mentorship and streamlined support processes resulting in elevated user satisfaction levels.
- Spearhead enterprise IT strategies, that improved operational efficiency, aligned technology initiatives with institutional objectives, increasing operational efficiency and supporting technology initiatives with institutional goals and improving service delivery. Collaborate on strategic goals, impacting systems and personnel.
- Coordinate with IT Leadership to implement strategic goals, foster teamwork and improve system performance across departments by presenting analytical data on ITS programs, effectively guiding executive decisions and resource prioritization.
- Research and deliver use cases and analytical data to support IT programs, guiding executive decisions and prioritizing resource allocation effectively.
- Represent division at national events, influencing IT decisions.

Director, Customer Care *January 2020 – December 2023*

- Lead IT strategies, improving efficiency with measurable results.
- Chair HPC Council, establishing best practices in infrastructure.
- Guide 32-member team, enhancing support across IT services.
- Collaborate on strategic goals, impacting systems and personnel.
- Represent division at national events, influencing IT decisions.
- Spearheaded enterprise IT strategies, enhancing operational efficiency and aligning technology initiatives with institutional goals.
- Coordinated with IT Leadership to implement strategic goals, fostering teamwork and improving system performance across departments.
- Researched and delivered analytical reports on ITS programs, guiding executive decisions and prioritizing resource allocation effectively.
- Implemented a tiered ITIL system for 32 technical staff, optimizing support processes and boosting service delivery to users.
- Provided mentorship and leadership to department operations, cultivating a motivated team environment that drives productivity.
- Fostered a collaborative environment for a 32-member team, enhancing morale and driving productivity through effective mentorship.
- Researched and presented analytical reports on ITS programs, effectively guiding executive decisions and resource prioritization.
- Coordinated with IT Leadership to align strategic goals, enhancing system performance and promoting teamwork across departments.
- Spearheaded enterprise IT strategies that improved operational efficiency, aligning technology initiatives with institutional objectives.
- Spearheaded IT initiatives that enhanced operational efficiency, aligning technology with institutional goals and improving service delivery.
- Coordinated with IT leadership to implement strategic objectives, fostering teamwork and optimizing system performance across departments.
- Developed and executed a tiered ITIL framework for 32 technical staff, streamlining support processes and elevating user satisfaction.

IT Project Manager *December 2018 – December 2019*

- Managed Agile and Waterfall projects, enhancing efficiency and stakeholder engagement.
- Led requirements sessions, defining processes and improving team collaboration.
- Strategized resource allocation, optimizing project timelines and budget adherence.
- Led Waterfall project teams to enhance delivery efficiency, achieving substantial improvements in timelines and stakeholder satisfaction.
- Analyzed project outcomes and implemented postmortem insights, driving marked gains in future project execution and resource management.

- Fostered strong stakeholder partnerships through effective communication plans, ensuring alignment and support for project initiatives.
- Developed comprehensive system documentation that streamlined design processes and enhanced team configuration efforts.
- Cultivated a positive team environment, promoting open dialogue and collaborative problem-solving to tackle project challenges.
- Orchestrated cross-functional project teams to deliver IT solutions, resulting in improved operational efficiency and enhanced user satisfaction.

IT Business Administrator *January 2018 – November 2018*

- Managed \$4M budget, enhancing financial oversight and efficiency.
- Reviewed tech proposals, ensuring strategic alignment and cost-effectiveness.
- Advised CIO on budgeting, shaping IT department's financial landscape.
- Fostered vendor relationships, ensuring timely project execution.
- Represented CIO in meetings, improving cross-functional communication.
- Reviewed technology acquisition proposals to ensure alignment with strategic goals, delivering noticeable results in cost-effectiveness.
- Fostered strong vendor relationships, facilitating timely project execution and reinforcing trust and collaboration.
- Advised the CIO on strategic budgeting, informing key decisions that shaped the financial landscape of the IT department.
- Represented the CIO in executive meetings, enhancing cross-functional communication and advocating for IT initiatives.
- Conducted comprehensive analysis of budget variances, facilitating informed decision-making and optimizing resource allocation.
- Implemented process improvements that streamlined financial reporting, leading to measurable enhancements in operational efficiency.

Nikita Productions, San Antonio, TX Operations and Special Projects Manager *July 2010 – December 2013*

- Led a team of 20 A/V staff, enhancing operational efficiency in music production.
- Implemented solutions for complex logistical issues, improving workflow.
- Directed training on equipment, regulations, and customer service, boosting team competence.
- Managed sales target strategies, achieving measurable growth in revenue.
- Enhanced team collaboration, resulting in improved project delivery.
- Spearheaded operational improvements, enhancing workflow efficiency and achieving substantial gains in project delivery timelines.

- Coordinated cross-functional teams to ensure successful execution of events, fostering teamwork and strengthening stakeholder relationships.
- Implemented a new inventory management system, reducing equipment downtime and optimizing resource allocation for events.
- Analyzed operational metrics to identify areas for improvement, leading to measurable enhancements in service quality and customer satisfaction.
- Cultivated a positive team environment, mentoring staff on best practices and promoting a culture of continuous learning and development.

United States Navy Anti-Terrorism Specialist *July 2002 – March 2007*

- Led anti-terrorism teams globally, achieving seven high-risk asset recoveries.
- Trained and managed teams for international missions, ensuring success.
- Coordinated with global units, enhancing team effectiveness in high-stakes settings.
- Facilitated coordination among international special units, strengthening teamwork and boosting effectiveness in high-pressure missions.
- Mentored and trained junior personnel in tactical strategies, fostering a resilient team culture and enhancing mission preparedness.
- Comprehensive training protocols developed for anti-terrorism teams, resulting in marked gains in operational effectiveness and engagement readiness.
- Executed strategic operational plans, leading to successful recoveries of critical assets while minimizing risks.
- Evaluated mission outcomes to refine tactical approaches, resulting in measurable improvements in team performance.
- Cultivated a collaborative environment, empowering team members through mentorship and enhancing overall mission readiness.

Professional Certifications

Dell GenAI Foundations Professional, May 2025

Lean Six Sigma Certified Green Belt, January 2020

Lean Six Sigma Certified Yellow Belt, October 2019

Prosci® Change Management Practitioner, March 2019

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 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

January – May 2025

Principles of Management, MGMT 3311_602

Principles of Management, MGMT 3311_603

Texas A&M University- San Antonio

Fall 2026

August – December 2025

Business Principles, BUAD 1031_603

Texas A&M University- San Antonio

Spring 2026

January – May 2026

Business Principles, BUAD 1301_900

Principles of Management, MGMT 3311_602