

RUTH E. SILVA PÉREZ

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I'm passionate about technology, security, safety, fraud investigation, and problem solving. Known for being able to quickly solve challenging technical issues, while remaining cost effective. Excellent time management and organizational skills. Quick to learn and master new technology, equally successful in both team and self-directed projects. Proficient in a range of computer systems, languages, tools, and testing methodologies. Excellent written and oral communication skills while interacting with both non-technical and technical personnel.

Experience

Judicial Branch of Puerto Rico, Office of Courts Administration – San Juan, PR

- **Chief of Information Systems, Office of Analysis and Development & Office of Data Administration,** (2020 to present) Lead a team of developers and database administrators implementing and maintaining judicial systems for the Puerto Rico Judicial Branch. In charge of the teams supporting the users with the operation of the systems in all 13 judicial regions. Administer and negotiate contracts related to software development, maintenance, professional services, consultants and advisors; an approximate \$2M a year. Offer support and guidance on other areas such as infrastructure physical plant issues, potential and actual information security incidents, business continuity and disaster recovery solutions. Overview the designing and implementation of projects with contractors, product owners, and stakeholders. Research new technologies and systems that could advance technology used in the judicial system. Track project scheduling to ensure deliverables are met within schedule and adjust timelines as needed to ensure the project's outcome is successful and meets the needs of the user. Implemented a guide for user experience and user interfaces to make it easier for users to access the systems and comply with Accessibility Guidelines. Established metrics and monitored / analyzed systems performance to identify areas for improvement and systems optimization. Attended different conferences and participate in forums about technology in the courts systems and information security in the US and PR to identify and share experiences that can improve and maintain our systems secure and offer better access to justice.

Vaquería Tres Monjitas, Inc. – San Juan, PR

- **Business Application Lead,** (2018 to 2020) Lead a team of developers in the creation of a middleware system (MSSQL, C#, SSIS) to connect legacy applications (FROG, EDI, Software Plus, AS/400) with SAP S4/HANA. Established policies, procedures, guides, forms, training, and templates for the Office 365 implementation in the company. Assisted Human Resources developing and executing a plan to promote users' adoption of new software. Created PowerBI Dashboards for system monitoring and log analysis. Developed a web-based tool for the sales teams to receive order information online. In charge of designing processes in which different applications should interact to provide faster and reliable business decision making information.

9-1-1 Emergency System – San Juan, PR

- **3-1-1 Director,** (2016 to 2017) Directed and supervised 3-1-1 Call Center Operations and Content Management Office. Established policies, procedures, guides, forms and templates for the team. Established government agencies relations with the 3-1-1 system.

Puerto Rico Emergency Management Agency (PREMA) – San Juan, PR

- **Chief Information Officer,** (2015 to 2016) Managed the Emergency Management Agency Network for the State Offices and 12 zones. Provided / coordinated support during different emergencies and emergency exercises. Ensured that the network and internal applications were working properly. Also performed troubleshooting on various systems and related alarms. Identified system vulnerabilities and coordinated resources to provide solutions. Member of the FirstNet Broadband Project Committee.

Office of the Governor of Puerto Rico – San Juan, PR

- **Associate Director of Information Technology,** (2014 to 2015) Managed the Governors Office's network, analyzed, and resolved business problems accurately, responded to IT issues and inquiries. Provided oversight/direct supervision of the back-end applications to support the systems and networks. Ensure that the network and internal applications are working properly and addressed any system errors. Developed Agricultura 2.0 – Digital Job Posting/Job Seeker Platform and job tracking

for the Department of Agriculture. PHP & MySQL w/ Bootstrap. Developed strategy to integrate efforts within Citizen Support Offices at the Governor's Office, 3-1-1 Service and PR.gov Center.

Office of the Chief Information Officer of Puerto Rico – San Juan, PR

- **PR.gov Operations Manager**, (2013 to 2015) Worked with the Office of Management and Budget (OMB) that provides support to government agencies within the Commonwealth of Puerto Rico overseeing projects related to websites, portals, and online applications. Project manager for the pr.gov agencies' websites. Coordinated trainings and events for IT employees of the government agencies. Worked with the Code for America fellows coordinating the projects developed for the government. Assisted coordinating events for the CIO Office, like the UX/UI Boot camp, and the TechSummit. Initiated the Open Data guidelines and training for the agencies of the government. Updated the government guides for website and micro-site development.

Junta del Sistema de Emergencias 9-1-1 – Río Piedras, PR

- **3-1-1 Knowledgebase Specialist**, (2012 to 2018) Responsible for developing the structure of the 3-1-1 Content Management Office and running the office. Established policies, procedures, guides, forms, and templates for the team. Supervised the complete workflow and structure of the content received from government agencies. Established procedures and structure for the content published for the tele-communicators and the citizens. Coordinated trainings for teams inside the office and the teams that managed the cases received at the different agencies. Coordinated support from different suppliers (Google, RockSolid Technologies, RSM Rock and DCS). Utilized SEO strategies to assure quick and accurate results at the search of a service on the Google Search Appliance (GSA).

El Nuevo Día – San Juan, PR

- **Clasificados.pr Project Manager**, (2009 to 2012) Led the website redesign and maintenance overhaul. Met with area managers and clients to understand their needs of the website and develop a plan to enhance the functionality of the site to better meet their needs. Worked side by side with the information systems department to ensure the quality and proper interpretation of the business needs. Established the social media structure for the department. Acted as lead of the Data Entry support for the site and Web Strategist for the Social Media and SEO areas. Oversaw daily operations of the website. Introduced the concept of the first non-public figure video chat on the department; a video chat with the President of Toyota Puerto Rico, regarding a major vehicle recall related to breaks on certain car models. Developed CatalogoCursos.com concept with team members, representing an annual additional income of \$70,000. Established project requirements for the mobile site. Actively participated as a project manager and the process of testing and reporting bugs in the mobile site.

American Educational College – Vega Alta, PR

- **Professor**, (2008 to 2009) Math, Programming Basics, Visual Basic, Programming Theory, and Microsoft Office 2007 professor. Create daily plans for the class. Offered tutoring time for students.

Wal-Mart Puerto Rico, Inc. – Caguas, PR

- **Project Manager / Web Designer**, (2002 to 2006) In charge of the company's intranet (Pipeline/WIRE) used by 13,000 associates on the island. Supervised and provided training for the Pipeline Coordinator and department content providers. Acted as a consultant for site structure, functionality, security, and performance of the site. Worked with Information System Division to determine web site needs, interoperability, address technical difficulties with servers and implementing application needs. Provided daily support to all divisions Wal-Mart Stores, Sam's Clubs, and Amigo Supermarkets. Determined Return on Investment, organized and directed projects in an efficient manner. Established organizational structure for the flow of information sent to the stores from the home office.

Excellere Consulting Associates – Guaynabo, PR

Junior Programmer, (2002) Met with clients and developed solutions for their system needs. Installation and configuration of hardware devices for networks. Worked projects for Bristol Myers Squibb and Leonardo's.

Technology Summary

Languages: Python, C#, PHP, MySQL, jQuery, Bootstrap, Visual Basic, SQL, HTML 5, ASP, CSS, C++, CGI, Java, JavaScript, ActionScript, Basic, XML, ASP .Net, VBScript

Software: Office 365 Admin, PowerBI, MS Project, MS Visio, MS Office, Adobe Acrobat Professional, Photoshop, Illustrator, InDesign, RESPOND CRM (Microsoft CRM Based), FROG, SAP S4/HANA, VMware

Education

EDP University of Puerto Rico – San Juan, PR

M.S. in Information Systems Security and Fraud Investigation • Summa Cum Laude

Universidad Interamericana de Puerto Rico – San Juan, PR

B.S. in Computer Science • Magna Cum Laude

Certifications:	Data Science Professional Certificate [UPR Medical Sciences Campus, 40 hrs] CHS-I, American Board for Certification in Homeland Security Public Relations, Intensive course [Universidad del Sagrado Corazón, 24 hrs] Sign Language, Basic [OCALARH, 30 hrs]
FEMA	IS-100.b : Introduction to Incident Command System
Independent	IS-200.b : ICS for Single Resources and Initial Action Incidents
Study	IS-700.a : National Incident Management System (NIMS) An Introduction
Courses:	IS-800.b : National Response Framework, An Introduction
Courses:	Open Source Intelligence (OSINT) Exploitation Course 106 Advanced Tradecraft & Event Monitoring (C-T Watch, Inc. in partnership with InfraGard and the National Fusion Center Association), Open Source Intelligence (OSINT) Exploitation Course 105 PERSEC(C-T Watch, Inc. in partnership with InfraGard and the National Fusion Center Association), Open Source Intelligence (OSINT) Exploitation Course 104 Deep Web Techniques (C-T Watch, Inc. in partnership with InfraGard and the National Fusion Center Association), Community Preparedness for Cyber Incidents (TEEX), Essentials of Community CyberSecurity (TEEX), Community Cybersecurity Exercise Planning (TEEX), Critical Asset Risk Management (TEEX), Jurisdictional Threat and Hazard Identification and Risk Assessment (TEEX), ArcGIS, OSHA (10 hrs), Traffic Incident Management, Hurricane Awareness (AWR-343), Coastal Flood Risk Reduction (PER-305, NDPTC), MGT-310 Jurisdictional Threat and Hazard Identification and Risk Assessment, Security Management & Public Safety (40 hrs), Security Management Continued Education Program (40 hrs), Introduction to Explosives 101 (4 hrs), Franklyn Covey: 7 Habits of Highly Effective People, Time Management, Leadership Foundation, Supervisor Skills, Walton Institute, and Labors Seminar (SHRM)
Awards:	FBI Citizens Academy Program, San Juan (2018)
Community	Information Technology Disaster Resource Center (2020)
Projects:	PR Reconnects & Obsidis Consortia, Meshing with Data Hackathon (2018) Para La Naturaleza & PR Reconnects, Resilient Community Development (2018) National Security Professionals Association (NSPA), Active Shooter Dialogue (2018) PR Reconnects, Hurricane Relief Efforts (2017 & 2018)

Organizations

InfraGard	Membership Director of the Board (2017-present) Secretary of the Board (2016-present)
Obsidis Consortia	Secretary of the Board (2019-present)
Information Technology Disaster Resource Center (ITDRC)	Puerto Rico Leadership Assistant (2020-present)
National Security Professionals Association (NSPA)	President (2016-present)
Information Systems Security Association (ISSA)	Member (2017-2019)
Association of Certified Fraud Examiners (ACFE)	Member (2017-2020)