

**Jaime Santiago**  
**PhD Business Administration/eCommerce, MBA/eBusiness, PMI-PBA,**  
**PMP**

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**Curriculum Vitae**

**Professional and Technical Skills**

- Highly skilled in the methodologies of strategic planning, business analysis, change and risk management, operations management, analytics, and project management. Also skilled in entrepreneurial development, adult oriented training, course design, and course delivery (presential & online, Blackboard & Canvas LMS), engineering systems architecture and design. Experienced in IT/MIS Project Management (Traditional and Agile methodologies), business systems design and implementation, manufacturing technologies including new products designs, development and prototyping, Six Sigma methodologies & processes, network design & software/hardware maintenance of networked computer systems. Extensive experience in the areas of technical and non-technical business presentations, proposal writing/analysis and reports. Extremely comfortable working as an individual contributor and/or as a team member. Used to work under aggressive schedules and minimal supervision. Business traveling experience. Excellent overall communication, managerial and negotiation skills. Expert knowledge & experience in IT hardware, software, and networking technologies. Software technical knowledge include HTML, CSS, XML, JavaScript, C++, Fortran, RPGII, Cobol, Visual Basic, Windows, Windows Server, Unix, Ultrix, Sharepoint, DBII, Access, MS SQL, SQL, Service platform Servicenow, Data analysis software SPSS, NCSS, Knime, Rapidminer, Tableau. Hardware technical knowledge include networking equipment such as routers, switches, firewalls, gateways, WiFi, Network Attached Storage Systems (NAS), Intel based computers and servers, RISC (Reduced Instruction Set Computers) computing, CISC (Complex Instructions Set Computers) computing, data centers design and configuration. Bilingual: Spanish (native tongue) & English (second language).

**Professional Experience**

- 2013 - Present: Business Consultant, Independent Contractor/Consulting Services
  - Corporate, Business, Institutional Consulting services on: business analysis, business intelligence, project management, technology assessment - implementation, integration, and management, strategic planning (design, implementation, and leadership), workshops and lectures on project management & technology topics. RFP/RFQ design and proposal analysis, technical/business liaison during and after technical project implementation.
- 2018 - Present: Professor (Online faculty), National University College (NUC) Business Administration program
  - Lecturer for Business Administration courses: Introduction to eCommerce
- 2014 - Present: Professor (part time faculty), Universidad Ana G. Mendez (UAGM) AHORA Graduate MBA program
  - Learning Modules development - Business Administration Courses
  - Blackboard LMS Trainer
  - School of Professional Studies Mentor
  - Lecturer for Business Administration and Project Management courses:
    - Advanced Production Management
    - Strategic Management
    - Project Cost Management
    - Project Procurement Management

## Professional experience (continued)...

- Digital Marketing
  - Project Risk Management and Human Resources
  - Project Scope and Time Management
  - Business Policy and Ethics
  - Entrepreneurial/Business Communications
  - Strategic Change and Professional/Entrepreneurial Development
  - Organizational Behavior
  - Human Resources and Project Risk Management
  - Project Quality Management
  - Project Management Integration Seminar (PM MBA capstone)
  - Management Research
  - Operations Management
- 2017 - Present: Assistant Professor part time faculty, UCC (Universidad Central del Caribe School of Medicine)
  - Business/Management Mastery courses for the Doctor of Chiropractic program & Associate in Science Clinical Therapeutic Massage (CTM) program (08/2018 pending approval).
    - Designed and developed Business/Management courses for both disciplines
- 1997 - 2017: IT Manager (Information Systems Management & Telecommunications systems support for WLII Univision PR TV Station).
  - Activities included:
    - MIS Systems Management and Broadcast Engineering Information Technology systems support
    - LAN/WAN systems support
    - Business applications support (administration, engineering, marketing and sales research departments)
    - Project Management, technology assessment, business continuity planning, and procurement recommendations: both Hardware and Software.
      - PC brands/vendors and configurations, Peripherals and related equipment; Software applications
      - Strategic planning for Information Systems: short and long-range program implementation, business continuity and risk management.
      - Current vs. future needs/trends, Policies development
      - Budgeting/costs analysis, Needs Assessment's
      - Legacy migration to Client/Server
    - Computer Networks and systems design.
    - Cabling Plant Design/Layout LAN/WAN
    - PC/Systems and Network troubleshooting.
    - Personnel Training and development (on I.S. subjects).
- 1994 - 2000: Information Systems and Scientific Research Data Management Consultant for the ASSMCA/Research Institute and "Universidad Central del Caribe, Hospital Universitario Ramon Ruiz Arnau" Consultant.
- 1984 - 1992: DEC Training Center Department, Manufacturing Instructor (Aguadilla Manufacturing plant).
  - System Management of the Training Center computer system; VAX 6220, P-max Ultrix Workstations & several micro-Vaxes configured in a Local Area Network (via Ethernet) connected to the company Wide Area Network (DECnet). My responsibilities as such were:
    - User's accounts management
    - Software & hardware installation & upgrades.
    - Six Sigma program administration at the DEC Aguadilla manufacturing facility. Training, coaching and counseling at all levels and functions and Six Sigma courses coordination and training.

## **Professional experience** (continued)...

- Engineering and Manufacturing new products introduction team member.
  - Support design/manufacturing engineering in new products design and debugging (hardware and software)
  - Support manufacturing prototyping (assembly and testing protocols for new products manufacturing)
  - Develop training courseware for manufacturing personnel
- To plan, design, develop and deliver highly technical software/hardware and/or management training and development programs including evaluating courses segments ensuring they meet business needs in area of responsibility, also enhancing programs and providing alternatives when required.
- To evaluate Training to advice management on capital equipment, materials and human resources needed for developing complex technical documentation and courseware.
- To maintain technical and cross-functional educational expertise in areas of responsibilities, i.e.:
  - Analog Electronics, Digital electronics, Software (RSX/11M, RSTS, RT/11, VAX VMS, Ultrix), Process control methodologies, Statistical Process Control (SPC), Just in time (JIT), Total Quality Control (TQC)
- 1976 - 1984: (DEC) Engineering Test Equipment Maintenance Department:
  - Occupied the positions of Maintenance Service Technician I to III. During that period my duties were the following:
  - System Management of the Test Equipment Maintenance Dept. computer systems (PDP-11/60s', PDP-11/34s' & PDP-8s').
  - The maintenance of manufacturing test equipment ranging from dedicated board tester to complex computer systems and the training of junior maintenance techs.
  - To support the engineering department performing the temporary role of product/software engineer for various products and the Training Center Department as instructor for several products.

## **Professional Certifications**

- Architecture and Systems Engineering: Models and Methods to Manage Complex Systems (MIT Systems Engineering Program, Professional Education Department)
- Project Management Institute (PMI)certified Professional in Business Analysis (PMI-PBA): PMI-PBA number 1762016
- Conflict Mediation/Arbitration, "Tribunal General de Justicia de PR" registration numbers M-2272, A-0463
- Project Management Institute(PMI)certified Project Management Professional (PMP): PMP number 1216196
- North American Board of Certified Energy Practitioners (NABCEP) PV Entry Level Certificate of Knowledge
- Criterion Referenced Instruction (CRI) Course and Training Design Certification (Digital Equipment Corporation)
- Certified Training Instructor (Digital Equipment Corporation)
- Pine Mountain Group (PMG) Certified Netanalyst
- FEMA CERT training (Community Emergency Response Team) certification
- FCC Licensed Radio Amateur - WP4CLD

## **Formal Education**

- 2013 - Northcentral University, Prescott Valley, AZ: PhD in Business Administration / eCommerce (Delta Mu Delta honor society).
- 2005 - University of Phoenix, Guaynabo Campus, PR: MBA/eBusiness.

## **Formal Education...(continued)**

- 1992 - Interamerican University, San Germán Campus, PR: BA in Psychology (Cum Laude).
- 1983 - EDP College, San Sebastian Campus, PR: Associate Degree in Computer Programming (Magna Cum Laude).
- 1982 - Caribbean Detective Academy, Mayaguez, PR: Associate Degree in Criminology/Criminal Investigations

## **Professional Development Education**

- 2005 - 2018 Business Analysis, Project Management, Technical Subjects:
  - **Massachusetts Institute of Technology (MIT)**, Professional Education Division Certificate and Courses:
    - Architecture and Systems Engineering Program, MIT: Models and Methods to Manage Complex Systems Certificate (2017)
      - Quantitative Methods in Systems Engineering (2017)
      - Model Based Systems Engineering: Documentation and Analysis (2016)
      - Models in Engineering (2016)
      - Architecture of Complex Systems (2016)
    - Big Data and Social Analytics (2016)
    - Internet of Things: Roadmap to a Connected World (2016)
    - Cybersecurity: Technology, Applications and Policy (2015)
    - Tackling the Challenges of Big Data (2014)
  - **Institute for Operations Research and the Management Sciences (INFORMS)**
    - Foundations of Modern Predictive Analytics (2016)
  - **John Hopkins University (Coursera)**
    - The Data Scientist's Toolbox (2015)
    - R Programming (2015)
  - **Technologic Valley (Guaynabo, PR)**
    - Google Analytics Master Class (2015)
  - **Project Management International Puerto Rico Chapter**
    - Introduction to Agile Project Management (2012 Symposium)
    - Managing Projects in a Hostile Environment by Mark Kozak Holland (2011 Symposium)
    - Titanic Lessons for IT Projects by Mark Kozak Holland (2010 Symposium)
    - Strategic Project and Portfolio Management in a Global Environment (2009 Symposium)
  - **Maryland Frostburg State University**, Physics and Engineering Department (2009), Renewable Energy Systems Certificate
    - WIND & SOLAR ENERGY (WISE) WORKSHOP: Design, Installation, and Maintenance of Residential PV and Wind Generation Systems
  - **Project Management Innovations PR (2011)**
    - Microsoft Project 2007 hands-on workshop
  - **Executrain of Puerto Rico (2008)**
    - Project Management Institute (PMI) Project Management Professional (PMP) Certification review
  - **University of Puerto Rico**, Continuing Education and Professional Studies Division (UPR DECEP)- Professional Certificate in Geographical Information Systems Applications/Management (2007)
    - **Certificate courses (2006 - 2007)**
      - Spatial Analysis
      - Vector Files manipulation

## Professional Development Education (continued)...

- Planning and Implementing a Geographical Information System
  - Global Positioning Systems
  - Remote Perception and Tele-detection
  - GIS Projection Systems
- **Federal Emergency Management Agency (FEMA) - Emergency Management Institute** (2006)
  - Introduction to the Incident Command System, ICS-100
  - Basic Incident Command System, ICS-200, for Federal Disaster Workers
  - National Incident Management System (NIMS), An Introduction (IS-00700)
  - National Response Plan (NRP), an Introduction (IS-00800)
- **American University**, Bayamon, PR- Institute of Homeland Security Homeland Security Certificate (2006)
  - **Certificate courses** (2005-2006)
    - Issues in Cyber Terrorism
    - Bio-terrorism and Bio-defense
    - Internet Vulnerability and Criminal Activity
    - National Security Legal Issues and Executive Orders
    - The Intelligence and Counter-Intelligence Communities
    - Strategic Management of the Homeland Security Enterprise
    - Risk Assessment and Management in National Security
    - Terrorism: WMD Vulnerability Analysis of Biological Weapons
- Quality Improvement Process (QIP, Philip Crosby), DEC Six Sigma Institute (1989)
  - **Certificate courses** (1987 - 1989)
    - Six Sigma Waterfall course
    - Delivery at Six Sigma
    - Delivery at Six Sigma train the trainer
    - Production at Six Sigma
    - Production at Six Sigma train the trainer
- 2005 - 2018 Entrepreneurship/Small Business Development:
  - **Federal Contracting Center (FeCC)** (2018)
    - Introduction to Federal Contracting
    - Marketing to the Federal Government
    - How to create your Federal Market Forecast
    - How to apply for the HUBZone Application
    - Growth Strategies in Teaming & Subcontracting Agreements
    - What you need to know about Proposal Writing
  - **Georgia Tech**
    - Building Blocks of a Startup Ecosystem (2018)
    - Evidence Based Entrepreneurship and Startup Lab Workshop (2018)
  - **The Stanford Technology Ventures Program and the Guayacan Center for Global Entrepreneurship**
    - Accel Roundtable on Entrepreneurship Education - Latin America 2011 (REE LA) conference, PR
  - **The Guayacan Center for Global Entrepreneurship and The University of Texas at Austin IC2 Institute**
    - Technology Assessment workshop (2011)
    - University Based Technology Assessment and Commercialization: Puerto Rico at the Crossroads (2011)
    - Case Study Method: How to write it and teach it - Harvard Professor Dan Isenberg, Harvard Business School (2008)
    - Entrepreneurs Summer Boot Camp (2008)

## **Professional Development Education (continued)...**

- Innovation: A Practical Guide for Survival (2008)
- **Babson College**
  - Symposium for Entrepreneurship Educators (2016)
- **The Entrepreneurial Learning Initiative** (eli)
  - Ice House Entrepreneurship Program Facilitator (2016)
- **University College of Professional Mediation, Aguadilla, PR**
  - Arbitration Program(2013)
- **University of Puerto Rico, Continuing Education and Professional Studies Division (DECEP), Carolina campus, PR**
  - Conflict Mediation Professional Certificate program (2013)
- **Interamerican University, Small Business Technology & Development Center (SBTDC, 2006 - 2013):**
  - 5<sup>th</sup> Caribbean Innovation & Technology Conference
  - International Commerce Certificate
  - Doing Business with the Federal Government: Small Business Contracting Certificate
  - 4 Steps to do Business with the Federal Government
  - Small Business Innovation Research (SBIR)
  - How to Prepare Winning Proposals for the Small Business Innovation Research Program (SBIR) and Small Business Technology Transfer Program (STTR)
- **United States Department of Commerce, National Telecommunications and Information Administration (NTIA) (2009)**
  - Broadband Technology Opportunities Program (BTOP) federal proposals reviewer training
- **Taller ES Inc (2006)**
  - Federal Proposal Writing
- **University of Puerto Rico, College of Business Administration International Business Education Center**
  - Doing Business in China Workshop (2005)

## **Miscellaneous Professional Development Courses**

- **UAGM School of Professional Education**
  - Blackboard Train the Trainer: Basic, Intermediate, and Advanced (2016)
  - Learning Modules Development Specialist (2016)
- **Universidad Ana G. Mendez Virtual Campus University (UAGM) PR**
  - Certificate: Online Teaching (2013)
    - Blackboard Learning Management System
    - Tools for online distance learning
- **National University College (NUC)**
  - Canvas Learning Management System
- **SDT Advanced Trainings**
  - CEH Institute Ethical Hacker Training (2005)

## **Special projects, honors and awards**

- 2018 - Project Management Institute (PMI) Recognition award granted for my involvement in PMI volunteer activities.
- 1997 - 2016 WLII Project Management activities (highlights):
  - 2009 - Project team member for the migration of analog broadcasting systems to digital broadcasting systems and processes.

## **Special projects, honors and awards (continued)...**

- 2008 - Project Management: Quantel News Video Server systems implementation - Project team member support role in the implementation of this digital video storage, production and real-time delivery systems within WLII Univision P.R.
  - 2007 - Project Manager: Associated Press ENPS newsroom management and news production system migration (from AP old Newscenter system).
  - Technical support role in the implementation and configuration of the ENPS system within WLII Univision P.R.
  - 2006 - Project Manager: Station (WLII Univision PR) emergency management handbook and disaster recovery/business continuity planning initiatives.
  - 2005 - Project Manager: Biometric based time clock reporting system - Implementation of the Interboro biometric time clock system at WLII facilities and ADP payroll systems integration.
  - 2005 - Project Manager: Station WLII facilities transfer from San Juan to Guaynabo facilities. Station facilities Information Technology infrastructure move to the new temporary facilities in Guaynabo city.
  - 2001 - Project Manager: IT Strategic Information Technology planning for Miss Universe 2001 contest held in Bayamon PR:
    - Designed and implemented WAN/LAN systems supporting the activity. Connected two hotels with the main venue at the Bayamon Coliseum via three T1's with a full wireless access system (WiFi 802) covering the Gymnasium complex within the Coliseum facilities.
  - 2000 - Rebuilt WLII LAN from coaxial Ethernet to CAT5 structured cabling LAN
  - 1999 - Project Manager: Y2k IT systems/technology compliance, WLII MIS and Engineering systems upgrade for Y2k compliance.
- 2009 - United States Department of Commerce, Letter of commendation issued by the United States Department of Commerce Secretary. National Telecommunications and Information Administration (NTIA) Broadband Technology Opportunities Program (BTOP) proposal reviewer.
- 2008 - Northcentral University: Delta Mu Delta (DMD) International Honor Society in Business inductee, Lambda-Eta Chapter.
- 2002 - EDP College, Distinguished Ex-Alumni recognition
- 1996 - Project Manager: LAN design and cabling for the UCC virology research department facilities
- 1995 - Project Manager: LAN design and cabling for the UCC Research Institute department facilities
- 1995 - UCC RCMI Federal Program continuation 4-year proposal. Co-authored the IT portion of the proposal.
- 1989 - 1991 Project Manager: Six Sigma program implementation at the Digital Equipment Corporation Aguadilla Manufacturing Plant
- 1989 - Recognition award granted for my implementation of the "Ultrix Training Program for engineers & manufacturing techs" in the Caribbean operations (San German, Aguadilla, San Juan Field Services office).
- 1988 - Project Manager: Ultrix Training Program for engineers & manufacturing techs
- 1987 - Recognition award granted for my involvement with the "Technical Training Proposal" for the re-skilling program.
- 1987: Project Manager: Technical re-skilling program Aguadilla Manufacturing Plant
- 1986 - Recognition award granted for my involvement with the introduction of the E-LEM power supply to the Caribbean operations

## **Memberships**

- American Association for the Advancement of Science (AAAS)
- INFORMS, Institute of Operational Research and the Management Sciences

## **Memberships... (continued)**

- Systems Dynamics Society
- Infragard (infragard.org, FBI - Private industry partnership)
- International Institute of Business Analysis (IIBA)
- Project Management Institute (PMI), Puerto Rico Chapter, member number 924605
- Institute of Electronic and Electrical Engineers (IEEE) Full member, Computer Society: member number 85012759

## **Volunteer work, Lectures, & Workshops Engagements**

- National Science Foundation (NSF) Subject Matter Expert (SME) panel reviewer for the Directorate of Engineering/IIP, SBIR phase I & II, STTR, PFI:AIR, (2011 - current).
- Echar Pa'Lante Entrepreneurship Initiatives BPPR Foundation Advisory Board member, (2015 - current).
- Project Management Institute Educational Foundation (PMIEF) Faculty-contributed Resources Subject Matter Expert reviewer, (2018 - current).
- Subject Matter Expert Volunteer Papers Reviewer for the System Dynamics Society 36<sup>th</sup> International Conference in Reykjavik, Iceland (2018), and for the 37<sup>th</sup> International Conference in Albuquerque, New Mexico (2019).
- iCorps Puerto Rico Cohort 6 Team 614 Mentor (Georgia Tech & Grupo Guayacan (2018).
- Subject Matter Expert Volunteer Reviewer for the PMI Global Congress & PMEA Global Congress 201X Workshops and Presentations (2017).
- Department of Education activity sponsored by Puerto Rico PMI Chapter, Dr. Efrain Sanchez High School, town of Moca, PR (March, 2018):
  - Project Management Skills for Life
- Project Management Institute, Puerto Rico Chapter:
  - Emerging and Developing Technologies: A Holistic view for the Project Manager and Business Analyst (PMIPR Conference June 29, 2017).
  - From Business to eCommerce and back to Business: transitioning to the new business tradition (2011 Symposium)
  - WLII Univision PR: a case study in day to day project management (2008 Symposium)
- Department of Education activity sponsored by Banco Popular Echar Pa'lante Entrepreneurship Education Initiative and local PMI PR Chapter (2017):
  - Project Management Skills for Life
- Puerto Rico Clinical and Translational Research Consortium (<http://prctrc.rcm.upr.edu/>) Christmas annual retreat (2016) Workshop:
  - Strategic Planning, Leadership, and Management: Its importance to Innovation (2016)
- "Sistema Universitario Ana G. Mendez" (SUAGM) PR, Tecnocaribe Educational Congress guest lecturer on eBusiness, eCommerce, Technological trends, and renewable energy topics (2007 - 2011):
  - Pen Tablet Computing: The evolution of the slate (2011)
  - The Technology of Handheld Mobile Computing (2010)
  - Understanding Renewable Energy: Earth, Wind, Sun, and Water (2009)
  - Home Renewable Energy Solar System (2009)
  - From TV to HDTV and IPTV: The evolution of the electronic visual medium of the TV (2008)
  - eCommerce Technologies: from POTS to WEB 2.0 and beyond (2008)
  - From Business, to eBusiness back to Business (2007)
- United States Department of Commerce, National Telecommunications and Information Administration (NTIA) Broadband Technology Opportunities Program (BTOP) proposal reviewer, 2009.