



LORENZO MARTINEZ

SENIOR IT DIRECTOR | IT INFRASTRUCTURE & OPERATIONS

SUMMARY

Forward-thinking IT professional with over 14 years of experience leading robust infrastructure environments and IT operations. Proven ability to build cohesive, high-performing teams while managing complex systems, data centers, and enterprise migrations. Recognized for aligning IT services with business goals, improving systems performance, and hardening security. Effective communicator and bilingual leader with a collaborative, business-minded approach.

SKILLS

- IT Policy, Compliance & Security
- Datacenter Management (Hybrid & On-Prem)
- Strategic Planning & Execution
- End-User Support & SLA Management
- Cross-Functional Team Leadership
- Cloud & Email Migration Projects
- Business Continuity & Risk Management
- Vendor Relations & Budgeting

PROFESSIONAL EXPERIENCE

IT Director/vCIO

Mid-size MSP • 2022 - Present

- *Oversee enterprise-wide IT operations across multiple industries, ensuring infrastructure resilience, security, and performance.*
- *Lead strategic initiatives including full-scale migrations to cloud-based and hybrid environments.*
- *Direct the operation and management of company-owned data centers.*
- *Collaborate with executive leadership to define IT roadmaps, budget allocations, and technology goals.*
- *Pioneered the development and implementation of tailored AI policies, ensuring compliance with regulatory frameworks and customized to each organization's needs.*
- *Mentor and lead a multi-disciplinary IT team, promoting a culture of accountability, knowledge sharing, and continuous improvement.*
- *Establish standards and processes for proactive system monitoring, patch management, and documentation.*
- *Act as liaison between clients and vendors, negotiating contracts and tailoring modern technology solutions.*

IT Manager

Mid-size MSP • 2020-2022

- *Managed and supported a diverse infrastructure landscape including servers, networks, cloud resources, and cybersecurity controls.*
- *Supervised day-to-day operations of technical teams, facilitating training, performance evaluations, and workload planning.*
- *Participated in internal hiring processes and led onboarding of new technical personnel.*
- *Maintained system uptime and service quality by standardizing incident response and changing control protocols.*
- *Collaborated with legal and financial sector clients to deliver secure, cost effective, and compliant solutions.*

IT Assistant Manager

Mid-size MSP • 2018-2020

- *Coordinated technical operations across multiple client environments, providing guidance to junior technicians.*
- *Delivered Tier II/III support escalated incidents, complex system configurations, and legacy integrations.*
- *Trained team members on internal tools, support procedures, and service best practices.*



Systems Engineer

Mid-size MSP • 2016-2018

- Served as the primary line of defense for IT support and infrastructure modernization.
- Conducted in-depth troubleshooting and implemented network and firewall upgrades to align with modern best practices.
- Provided onsite support and guided client transitions during acquisitions and system overhauls.

Technical Support Engineer

IT Services • 2015-2016

- Resolved hardware/software/network issues for business clients through efficient triage and escalation processes.
- Created documentation for recurring issues and internal SOPs to enhance technician onboarding.

Campus IT Support

Public School District • 2014-2015

- Supported school-wide education technology and lab systems while collaborating with faculty to improve technology.
- Led initiatives introducing coding and computer literacy to students.

EDUCATION

Master's in Business Administration concentration in Management Information Systems

Lamar University • 2020-2022

Bachelor of Science in Computer Science

Southwestern Adventist University • 2010-2014

CERTIFICATIONS

Microsoft MCSA

2020

CISCO CCENT

2015

CompTIA Network+

2013

CompTIA A+

2010

LEADERSHIP HIGHLIGHTS

- Spearheaded multiple multi-site cloud and email migrations with minimal business disruption.
- Led internal team through a compliance overhaul to align with client regulatory frameworks (SOC 2, HIPAA).
- Developed and implemented incident response and escalation protocols across hybrid environments.
- Designed career pathways and performance development programs for IT staff across levels.
- Built cross-functional partnerships with legal, healthcare, energy, and financial clients to tailor technology strategies.