

FRANKLIN GUERRERO

📞 352-901-1501

✉ franklin.guerrero@live.com

📍 Clermont, FL 34711

Strategic IT leader with extensive experience driving infrastructure, cloud, cybersecurity, and enterprise technology initiatives. Proven track record leading modernization, governance, and operational excellence programs that improve service delivery, strengthen security, and align IT investments with business objectives. MBA with expertise in ITIL, COBIT, NIST, and hybrid Microsoft environments.

SKILLS

- Technology leadership
- Digital transformation
- Cybersecurity
- IT service delivery
- Vendor management
- Enterprise architecture
- IT governance
- Policy leadership
- Team building

EXPERIENCE

Senior Exchange Administrator

May 2017 – Present

Greater Orlando Aviation Authority

Orlando, FL

- Provide strategic leadership for enterprise messaging, identity, and collaboration services supporting critical airport operations, delivering 99.9%+ availability across hybrid Microsoft 365 and on-premises environments.
- Lead cross-functional infrastructure modernization initiatives involving Microsoft 365, Exchange, Active Directory, VMware, and cybersecurity platforms, reducing operational overhead by an estimated 20–30% and improving service reliability.
- Drive governance, risk management, and compliance efforts aligned with COBIT, ITIL, and NIST frameworks, strengthening audit readiness and reducing organizational technology risk.

Senior System Engineer

Oct 2016 – May 2017

Central Florida Expressway Authority

Orlando, FL

- Led enterprise infrastructure modernization projects that improved system reliability, security, and operational efficiency for critical transportation services.
- Partnered with leadership to deliver performance reporting, migration outcomes, and strategic recommendations supporting technology investment decisions.
- Developed disaster recovery and business continuity capabilities that reduced recovery objectives from days to hours for key business systems.

Senior Windows Administrator

Feb 2015 – Oct 2016

Advanced Dermatology and Cosmetic Surgery

Orlando, FL

- Managed enterprise infrastructure supporting multi-site healthcare operations, ensuring high availability of critical business and clinical systems.
- Optimized virtualization and server platforms, increasing infrastructure utilization while reducing projected capital expenditures by approximately 15–20%.
- Led security, patch management, and disaster recovery initiatives that improved operational resilience and regulatory compliance.

EDUCATION

MBA

Western Governors University

B.Sc. in I.T. Management

Western Governors University

CERTIFICATIONS

- ITIL v.4 Foundation - Framework for IT Service Management
- COBIT 2019 - Framework for IT Governance & Management
- Certified Information Security Manager (CISM)