Marcelo Lopez

IT Director

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CORE COMPETENCIES

Leadership & Technology Strategy: 10+ years in healthcare IT and managed services; department development, technology roadmaps, executive reporting, and staff development.

Financial & Vendor Management: Budget management, infrastructure grants, procurement, contract negotiation, and capital project delivery.

Cybersecurity & Compliance: vCISO, HIPAA compliance, SOC 2 audit readiness, security policies, vulnerability assessments, and remediation.

Infrastructure & Continuity: Microsoft 365, Entra ID, Hyper-V, Cisco/Meraki, Veeam/Unitrends, incident recovery, and business continuity.

PROFESSIONAL EXPERIENCE

Director of Technology Solutions | Corstar Communications LLC (MSP) — Westchester, NY **Dec 2024 – Present**

Lead client solution design, technology planning, business development, and security governance for an MSP.

- Lead cross-functional teams of up to 20 across client, vendor, and internal organizations, delivering infrastructure upgrades for 10 clients and funded technology roadmaps.
- Serve as vCISO for four law, finance, and healthcare clients; establish governance and remediation plans supporting SOC 2, HIPAA, and cyber-insurance requirements.
- Reduced internal costs by 12% through procurement audits and vendor changes; increased service profit margins by an average of 15% through contract renegotiation.
- Increased monthly recurring revenue by 20% through client outreach, solution design, and contract development; centralized opportunity tracking in Autotask CRM.
- Develop an AI advisory service line with 10 client engagements delivered; lead internal AI workflow adoption, research, and staff training.

Technology Operations Manager | Andrus on Hudson (Healthcare) — Westchester, NY **May 2020 – Nov 2024**

Built and led a three-person IT department, managed an approximately $700,000 budget, and reported directly to the CEO.

- Secured and managed over $350,000 in grants to modernize enterprise infrastructure supporting more than 150 users.
- Served as HIPAA Compliance Officer and Cybersecurity Officer; led audits, security training, vulnerability assessments, and penetration testing coordination.
- Directed contractor teams of up to 15, including Cisco/Meraki Wi-Fi deployment across a 250,000-square-foot facility.
- Moved 30 core staff, including external medical providers, to remote work using firewalls, VPN services, and Microsoft Entra ID.
- Established technology operations and incident response procedures; directed recovery from cybersecurity incidents, critical hardware failures, and service outages.

IT Lead Consultant | Andrus on Hudson (Healthcare) — Westchester, NY **Apr 2015 – May 2020**

Managed technology operations and projects as an independent IT consultant, reporting to the CFO.

- Led migration from Exchange 2003 to hybrid Microsoft 365 and SharePoint; replaced a 350-line analog PBX with SIP/VoIP.
- Led PointClickCare electronic medical record deployment and EMR migrations, addressing user access, data confidentiality, and staff training.
- Introduced centralized Zoho ticketing for IT and telecom requests and trained staff on new systems.

Electrical Design Intern | TM Technology Partners — New York, NY **Dec 2014 – Jun 2015**

Developed low-voltage network and security construction plans; managed client change orders.

IT Assistant | Field Home — Westchester, NY **Jun 2009 – Mar 2012**

Supported three buildings, 100 computers, and 130 users; maintained legacy systems and organized inventory.

EDUCATION AND LANGUAGES

Education: Manhattan College - B.S., Electrical Engineering | Minors: Business and Mathematics | Dec 2015

Languages: English and Spanish (native); French and Portuguese (limited proficiency)

Community Leadership: Organize Bronx volunteers for environmental cleanups, food distribution, and outreach to residents.