

Marcelo Lopez

Director of IT / Technology

The Bronx, NY | 347-912-7485 | LopezLMarcelo@gmail.com | linkedin.com/in/LopezLopezNYC

CORE COMPETENCIES

Leadership & Project Management: 6 years managing teams and cross-functional projects of up to 20 professionals across client, vendor, and internal organizations. Training, team mentorship, and workforce development.

Compliance & Cybersecurity: Virtual CISO for finance and healthcare clients. Former HIPAA Compliance Officer and Cybersecurity Officer. Governance framework development, audit readiness, remediation, and policy authoring.

AI Integration & Agentic Engineering: Leader of internal product and workflow adoptions, including research and staff training. Leading internal AI certification and adoption.

Disaster Recovery & Business Continuity: Directed recovery from cybersecurity incidents, core hardware failures, telecom outages, power loss, and environmental disruption. Authored state-reported organizational contingency plans.

PROFESSIONAL EXPERIENCE

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

Description: Director of business development, client solutions design, and client CISO/Compliance officer.

- Secured 20% increase in monthly recurring revenue. Led business-development through client outreach, solution design, and contract development. Centralized tracking through Autotask CRM.
- Build short term technology roadmaps to translate client operational constraints into daily workflows. Transformed long-term leadership priorities into funded, phased execution plans.
- Lead cross-functional project teams of up to 20 professionals across client, vendor, and internal organizations, delivering infrastructure upgrades to 10 clients across different sectors.
- Reduced internal costs by 12% through equipment procurement auditing and new vendor adoptions. Increased service profit margins by an average of 15% for services through contract renegotiations.
- Serve as a vCISO for 4 law, finance and healthcare clients. Established governance frameworks and protocols for audit readiness and remediation. Included support for SOC2, HIPAA, as well as financial institutions and cyber-insurance.
- Developing an AI advisory service line with 10 client engagements delivered and a new lead pipeline generated. Established the organization's Anthropic (Claude) and OpenAI (ChatGPT/Codex) partnerships.

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

Description: Built and led the internal IT department. IT Team of 3 people. Budget of approx. \$700,000. Reported to the CEO.

- Led cybersecurity and finance (MIS) audits and user training as HIPAA Compliance Officer and Cybersecurity Officer. Organized vulnerability assessments, penetration testing, and government reporting.
- Secured and managed more than \$350,000 in grant funding to overhaul IT infrastructure to enterprise grade equipment, expanding the environment from 30 devices to 200+ devices supporting 150+ users.
- Oversaw the remote work migration of 30 core staff, including external medical providers. Remote network access with Palo Alto/Sonicwall Firewalls, hosted VPN services and Azure/Entra ID DNS.
- Led organization-wide technology-adoption, capital-improvement, and hardware/software-integration initiatives.
- Directed external contractor teams of up to 15 across electrical, low-voltage, and equipment scopes from planning through installation, including enterprise (CISCO/MERAKI) Wi-Fi deployment across a 250,000 sq ft facility.
- Established SOPs and reporting standards for project management, technology operations, and incident response; maintained business continuity during critical hardware failures and cybersecurity incidents.

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

Description: Independent IT consultant. Managed technology related operations and projects. Reported to CFO.

- Migrated the organization from Exchange 2003 to hybrid Microsoft Office 365 environment, including SharePoint services.
- Coordinated the replacement of Telecoms from a legacy 350-line analog PBX to a SIP and VoIP solution.
- Internal deployment lead for paper-based medical records to electronic medical record (EMR) systems (PointClickCare).
- Introduced a centralized ticketing platform (ZOHO) for IT and telecom requests. Managed user training and adoption.

Low Voltage Design Intern | TM Technology Partners (Construction) — New York, NY Dec 2014 – Jun 2015

- Developed low-voltage construction plans for office network and security infrastructure. Managed client change orders.

EDUCATION, LANGUAGES, & VOLUNTEER WORK

Education: Manhattan College - B.S., Electrical Engineering | Minor: Business and Mathematics

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

Community Organizer: Leader in local Bronx community groups in volunteer activities including environmental cleanups, educational streetside tabling, food distribution, and door to door assistance outreach

Adopt-A-Highway: Local Green Area Maintainer