

# JOSÉ C. MARTÍNEZ, PhD, PMP

UH COT ILT 4730 CALHOUN RD. OFFICE 312, HOUSTON, TX 713.743.6756 jcmartinez34@uh.edu

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**OBJECTIVE** Academic faculty member and educator at a prominent higher education institution that is committed to academic excellence, support state and regional industry and workforce needs, as well as acting and responding to the economic, social and cultural challenges affecting the surrounding communities.

**PROFILE HIGHLIGHTS**

- Dedicated and passionate educator in the Computer Information Systems and Computer Science fields.
- Over fifteen years of IT experience with many years focusing on Project / Program / Development / Operations Management for global distributed systems, leading cross-functional, international virtual teams.
- Extensive expertise establishing and managing software project life cycles, as well as analyzing, developing and institutionalizing organizational strategies, processes and governance.
- Four-plus years Software Architect and/or Technical Lead experience defining, approving and documenting system architectures.
- Web services, B2B, Enterprise Application Integration, and middleware expertise with a multitude of products.
- Vast expertise using design patterns for large, robust distributed systems.
- Defined and institutionalized the operations governance and model for cross-functional organizations.
- Held numerous professional and academic workshops and technical presentations/lectures.
- Trained professionals in the computer science and project management fields.
- Taught Computer Science summer courses at the Catholic University of Puerto Rico.
- Community service leader with several organizations.

## ACADEMIC EXPERIENCE

Aug 2017 – Present

### UNIVERSITY OF HOUSTON

#### *Instructional Assistant Professor, Department of Information and Logistics Technology, Computer Information Systems*

The Computer Information Systems (CIS) program addresses the computing demands to solve business problems. Portfolio of subjects include Cloud Computing, Networks, Information Systems and Applications as well as Hardware and Systems Software. Manage the Cloud Computing Architecture and Cloud Computing Infrastructure track partnering with Amazon AWS. ILT-COT committees member. UH Primary Coordinator with the AWS Academy and AWS Educate programs. AWS Academy Leadership National Council Member.

#### *Instruction – Courses Taught under the Computer Information Systems Program*

CIS 2332	Information Technology Hardware and Systems Software
CIS 2334	Cloud Computing Infrastructure
CIS 3347	Information Systems Infrastructure and Networks
CIS 3357	Cloud Computing Infrastructure
CIS 3367/4397	Cloud Computing Architecture / Selected Topics in Computer Information Systems: Cloud Computing Architecture with AWS
DIGM 4381	Mobile Application Design

#### SERVICE ACTIVITIES (SELECTED KEY ACTIVITIES)

##### *University/College/Department Level Service Activities*

- Directed and managed all activities towards the creation of the AWS Certified Solutions Architect – Associate Certification Program for IT professionals
- Directed all activities towards the creation/execution of CoT competitions (i.e. cloudathon@UH) and events (i.e. Cloud Computing Series)
- Active committee Member of several college and department service initiatives
- Mentor and advisor for students on industry, jobs, courses, personal management, among others
- Speaker and panel member on several national and local conferences
- ABET Accrediation representative for the CIS program
- CIS course development and revision advisor

## CORPORATE EXPERIENCE

### **BMC Software**

#### *Senior Professional Services Consultant/Advisor*

The Professional Services organization assist clients with their demands from planning and building a first product implementation through complex, multi-product IT transformation. The organization helps customers to address people, process, data, and technology challenges to gain a competitive advantage. Customers included BMC Software and PG&E.

### **CHEVRON CORPORATION (Senior Professional Services Consultant with BMC Software)**

#### *IT Senior Consultant (Operations Manager and Project Manager) – ITSM Architecture*

The IT Service Management (ITSM) Architecture organization is responsible of the overall architecture and design for ITIL processes that have been deployed to Chevron. ITSM Remedy Operations oversees the day-to-day support of the BMC Remedy suite of products globally. Lead team of 10 resources based in Houston and India.

- As the ITSM Remedy Operations Manager, responsible to provide ongoing, end-to-end, ITSM solution management of the ITSM Remedy Solution Products for the global Chevron enterprise. Defined and developed the yearly ITSM Remedy Operations team goals, strategy and roadmap.
- Accountable for the on-time/on-budget/on-scope/successful development, deployment and transition to operations of the software solutions.
- Responsible for the definition, implementation and institutionalization of the ITSM-/ITIL-based Operational Governance Model for the ITSM Architecture organization.

### **BMC SOFTWARE**

#### *Operations Manager – R&D OnDemand Operations*

The OnDemand Operations organization is responsible for maintaining all SAAS/cloud-based Remedy customer environments (over 1000 environments) performing efficiently. The team is also accountable for the maintenance of all architecture layers, third level support (3LS), as well as the provisioning of new Public/Commercial Sector customer environments.

- Program Managed all the workstreams defined for the full migration of all customer environments to a new BMC data center. Project team of approximately 90 resources.
  - Managed the build-out of the infrastructure management layer, physical migration of the customer environments and mitigated issues for customers post-migration
  - Trained the Project Managers on how to manage, monitor and control the migrations
  - Established the Operational Governance (SMO) for the Commercial Sector post-migration
- Responsible for the definition, implementation and institutionalization of the Operational Governance Model for the OnDemand Public and Commercial Sector organizations

#### *Senior Project Manager – IS&T Project Management Office*

The IS&T Project Management Office (PMO) manages the portfolio of projects supporting the business units/organizations and service areas. It also defines and maintains the standards of processes and artifacts in place for the coordination, planning and execution of projects.

- Managed programs/projects within compliance of the IS&T Solution Delivery Framework (full project life cycle – from project inception to closure), standards and governance.
- Responsible for PMO Knowledge Management contributions that include establishing, managing and executing the IS&T PMO Learning Series; submitting and approving artifacts to increase the productivity and efficiency of the PMO; on-boarding new project managers as well as coaching and mentoring less experienced team members.

### **J. P. MORGAN CHASE (JPMC)**

#### *Project Manager and Technical Lead – M&A*

The Mergers and Acquisitions systems provide Deal, Deal Tracking, Document Management and Revenue Forecasting services for the IB LOBs. The DealWorks system comprises 21 servers globally (North America, Europe and Asia).

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## CORPORATE EXPERIENCE (continued)

- Managed (plan, execute, control and maintain) the DealWorks global infrastructure and related integration projects. Lead global team of over 20 resources.
- Analyzed, designed and delivered the entire DealWorks project system architecture within the program budget (\$8M), schedule, and constraints.

### *Application Development Manager and Technical Lead – Equities*

Client Service Workstation (CSW) is the global middle office order processing and trader support system for JPMC. The framework supports cross region connectivity and functionality (e.g. seamless global view of data).

- Drove all critical project decisions. Responsible for all technology decisions.
- Had overall accountability for project scoping, release planning, schedule management, project execution, change management and global production support.

## JOB RELATED SKILLS

Project/Program Mgmt.:	Program and project planning; scope, schedule and risk management; benefit-cost analysis; management of project financials; team formation and performance appraisals; identifying/defining/monitoring processes, tools, techniques, policies, and governance; establishing software project life cycles; change/release management; prioritization (Pareto, cause and effect analyses); incident management; service level agreements; project team development/formation
Project/Prog Mgmt. Tools:	Agile and Scrum methods, ITIL, ITSM (i.e. Change/Release/ Incident/Problem/Knowledge Mgmt.), ITBM, Six Sigma, MS Project, MS Office, Visio, Confluence, Subversion, Jira, SharePoint, OpenAir, Oracle Financials, SFDC, Proprietary Cost Estimating Tools, CMM L2
Operations Management:	Defining and institutionalizing IT Operational Governance in compliance with ITSM (IT Service Management) and the ITIL framework; Service Operation and Continual Service Improvement; Issue, Problem and Change Management; Support to the Customer Support/Service Desk organization
Operations Mgmt. Tools:	ITSM BMC Remedy toolset; ITIL, ITBM, CMDB, Six Sigma, BMC Service Desk toolset (One3)
Development Models:	Plan/Build/Operate Model, Agile Model, Microsoft Solutions Framework, Rational Unified Process
Programming Languages:	Java Platform, C++, C, FORTRAN, LISP, PROLOG, OTTER
Operating Environments:	UNIX (Solaris, IRIX, HP-UX), XP/NT/2000, Linux
Middleware and Modeling:	J2EE, Documentum, CORBA, Vitria, TIBCO, XML, UML
Client/Server:	Component software, multithreading, synchronization, parallel and concurrent processing, thread safety, scheduling
Related Tools:	WebSphere, WebLogic, Apache, Tomcat, LoadRunner, GCViewer, JMeter, Unix Performance Monitoring and Tuning Utilities, Clear Case, XML Spy, RCS, Toad, Purify, Quantify, PureCoverage, Documentum, Unit Testing Tools
High Availability:	Active and passive strategies, replication protocols, fault management and notification, logging and recovery, QoS analyses, non-determinism, domain groups, witnesses, survivability, state transfer
Databases:	Relational model, object model (IDB, OPAL), object-relational model (SQL3), SQL, data mappings, design theories, transaction and distributed database management, data mining

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## JOB RELATED SKILLS (continued)

Artificial Intelligence:    Search techniques, heuristics, knowledge representation, rule based systems, neural networks, genetic algorithms

## EDUCATION

DOCTOR OF PHILOSOPHY – COMPUTER SCIENCE  
University of Houston, Houston, Texas  
Dissertation Topic: A Majority Consensus Implementation of Fault Tolerant CORBA

MASTER OF SCIENCE – COMPUTER SCIENCE  
University of Louisiana, Lafayette, Louisiana

BACHELOR OF SCIENCE – COMPUTER SCIENCE – Magna Cum Laude  
University of Puerto Rico, Ponce, Puerto Rico

## CERTIFICATIONS AND APPOINTMENTS

Amazon Web Services (AWS) Certified Solution Architect – Associate  
Amazon Web Services (AWS) Certified Solution Architect Cetified Instructor  
Amazon Web Services (AWS) Academy Leadership Council Member  
Amazon Web Services (AWS) Educate Faculty Ambassador  
Project Management Professional (PMP)  
ITIL V3 Foundation Certified

## PUBLICATIONS AND TECHNICAL PAPERS

Available upon request

## REFERENCES

Available upon request