SAM OVANDO JR.

PREPARATION & AREAS OF INTEREST
Service Product Management | Partner & Customer Success | Simplify & Optimize | Language & Communication

SKILLS

GALLUP CLIFTON STRENGTHS™
- 1) Deliberative, 2) Responsibility, 3) Context, 4) Analytical, 5) Input

NATURAL TALENTS
- Customer-centric Focus, Support
- Organization, Structuring, Data Analysis, Simplification, Automation
- Troubleshooting methodology, diagnosis, Root Cause Analysis & Reporting

PEOPLE & COMMUNICATION
- Firm believer in Team & Collaborative approaches
- Value diverse perspectives & types of people for better results
- Excellent at Facilitating Communication between Technical & Non-Technical Users & Different Languages

INTERNATIONAL
- Japan, France, United Kingdom, México, Colombia, Brasil

EXPERIENCE

Point Loma Nazarene University (www.pointloma.edu)

ADJUNCT PROFESSOR (2010 – PRESENT)
Teach courses in the Computer Science Department: Databases, Web-Programming, Database/Web Integration, Excel

(MySQL, MS-Access, HTML, CSS, PHP, SQL, Javascript)

Hitachi Vantara / Hitachi Data Systems (www.hitachivantara.com / www.hds.com)

SR. MANAGER, INFRASTRUCTURE PLATFORMS (NOV. 2015 – PRESENT)
Lead group of Service Product Managers for Infrastructure Products (Storage, Software, Data Networks, Compute)

SERVICE PRODUCT MANAGER, COMPUTE PLATFORMS (OCT. 2010 – OCT. 2015)
Define and Develop Support Financial Dashboard | Margin Analysis for Support | Financial Profit/Loss for Support Business | Define Maintenance Pricing | Define Product Support Plan | Responsible for Support Planning & Readiness for Go to Market releases | Lead Global Services Organization (GSO) meetings to update stakeholders on Compute Support business | Write-up and publish Alerts | Work with Logistics on Spares Parts Definitions | Define course requirements for training field engineers | Establish & Participate in Level 2 Training for the Global Support Center | Contribute to Monthly Product Management business/technical meetings

SUPERVISOR, TECHNICAL SUPPORT (APR. 2009 – SEP 2010)
Coordinate escalation of support specialists on critical, highly visible cases | Liaison between customers, district managers, customer relationship managers, HDS employees | Case manager/driver | Created Top10 Web/Dbase Product Information Portal | Major contributor of design specifications for a NEW, web-based, queuing system for case-handling | Duty manager on rotated weekends

TECHNICAL SUPPORT SPECIALIST (JUN. 2008 – SEP 2009)
Provide global support for Hitachi hardware and software products | Provide AIX and UNIX support in relation to HDS h/w and s/w products | Prepared Intro to UNIX course material for cross-training support colleagues | Created formal customer-facing Data Analysis Reports (DAR) | Created Automated AMS Trace Extraction Tool

(perl, PHP, HTML, Apache, MS-Access, UNIX CLI tools)

BaysideNetworks.com, Inc. (http://www.baysidenetworks.com/)

CONTRACTOR, (AUG. 2007 – JUN 2008)
Provide contract services for ad-hoc projects | MS-Access Application Creation | Data Analysis using SQL, PERL, UNIX tools | Web Maintenance | Project Management for Application Development Project

(MS-Access, Visual Basic for Applications, SQL, PERL, UNIX tools)

Pegamentos y Productos Industriales, S.A. de C.V. (http://www.pegamentosppi.com/)

CONTRACTOR/PROGRAMMER, PRODUCTION SYSTEM (DEC. 2006 – JUN. 2008)
Created production system that manages inventory of raw materials as part of a product order production system

(MS-Access, Visual Basic for Applications)

Hitachi Data Systems (www.hds.com)

PRODUCT MANAGER, 3RD PARTY PRODUCTS (FEB. 2006 – FEB. 2007)
Lead Launch of Cisco's MDS 9124 switch within HDS | Manage Partner Relationships with Cisco, Gateway Rittal | Successfully led introduction of HDS designed PDU, manufactured by a global partner, for use in HDS racks | Successfully led qualification of AMS products with APC (https://www.apc.com/go/machine/partners/) and Eaton/Powerware as UPS solutions for the TagmaStore® Adaptable Modular Storage

(MS-Access)

INDIVIDUAL PROJECTS (AUG. 2005 – FEB. 2006)
Worked on individual projects for Hitachi Data Systems, with technical documentation creation or restructuring, or liaison work with an HDS partner

International Network of Children's Ministry (www.incm.org)

BUSINESS MANAGER (OCT. 2004 – MAY 2005)
Responsible for human resources, payroll, finances, employee benefits, business records | Supervise facilities management of buildings owned by INCM | Supervise registration and bookkeeping staff | Interface with accountants and auditors regarding organization's audit and tax | Manage in-house computers and network | Handle on-site finances and oversee registration at Conferences in Anaheim, Kansas City, Atlanta | Established procedures making registration function more efficiently | Handled confidential let-go of Executive Director as directed by the Board of Directors | Worked with real estate consultant on converting the buildings into a condominium held by a joint LLC

Hitachi Data Systems (www.hds.com)

PRODUCT MANAGER, INTERNAL TOOLS (JAN. 2004 – JUL. 2004)
Project-Lead for providing a global, web-based portal for product information stored in a central ORACLE database / Manage & develop roadmap for corporate tools (product centric or sales enabling) | Successfully established alliances with Powerware and APC (https://www.apc.com/go/machine/partners/) for providing UPS solutions for the Thunder 9500 V™

(HTML, ASP, VBScript, MS-Access)

PRODUCT MANAGER, MIDRANGE STORAGE (OCT. 2000 – DEC. 2003)
Provided Thunder 9500V™ & 9200™ technical leadership to sales, marketing, and Product Support | Primary interface between Hitachi Engineering and HDS | Defined marketing product requirements based on knowledge of the market demand | Successfully led "front bezel" projects for the Thunder 9500V™ & 9200™ products working with Acorn Product Development (www.acornpd.com) and ARRK (www.arrk.com) | Successfully established Rittal (www.rittal.com) as global supplier for Rack Enclosures for the Thunder 9500V™ and 9200™ products

(HTML, ASP, VBScript, MS-Access)

SUPERVISOR OF OPERATIONS, OPEN SYSTEMS TECHNICAL SUPPORT (DEC. 1999 – OCT. 2000)
Ensured proper escalation on critical or highly visible cases | Instrumental in restructuring a merger of two support groups | Provided decisive input to general manager for tech support group

TECHNICAL SUPPORT SPECIALIST, OPEN SYSTEMS (MAR. 1997 – DEC. 1999)
Escalated problems with Japanese Technical Support | Worked with Japanese engineers and provided suggestions for product improvement | Provided global support for the Hitachi 5800 & 7700E disk arrays connected to midrange open systems

(ksh, perl, AIX, HP-UX, Solaris)

Point Loma Nazarene University (www.pointloma.edu)

SYSTEM ADMINISTRATOR (AUG. 1994 – MAR. 1997)
System administration on IBM RS/6000 hosts | Trained demanding administration, faculty (PhD) and staff in basic and advanced use of the University systems and its software | Performed problem determination on hardware & software | Created training materials | Installed products & programs on the RS/6000s | install RS/6000 hardware (disks, monitors)

(ksh, perl, AIX, C, Informix, SQL)

PROGRAMMER (AUG. 1992 - AUG. 1994)
Supported end-users with University Database applications (entry programs, data entry screens, reports, menus) | Created, enhanced, modified INFORMIX database applications for the University | Trained demanding administration, faculty (PhD) and staff in SQL

(ksh, perl, Informix, SQL)

ACCOMPLISHMENTS

- Support Financial Dashboard (Sharepoint with BI & Finance Teams) 2016-2017
- Product Requirements Application (MS-Access), 2016
- Automated Annualized Rate of Replacement (ARR) Tool, 2015
- Action Item Tracker Application (MS-Access), 2011
- Top10 Web/Dbase Product Information Portal for HDS Support, 2009
- Automated Trace Conversion & HealthCheck Tool for HDS Support, 2009
- Database Application for San Diego Real Estate Inv. Co., 2007-2008
- Raw Materials Inventory Management Database Application for http://www.pegamentosppi.com/, 2007
- Product Interoperability Web/Database application for Hitachi Data Systems, 2003
- Utility to analyze Hitachi disk array memory traces, 1999
- Winning Software Entry in "SYSTEM UTILITIES CATEGORY", nation-wide contest, 1995

SYSTEMS & PROGRAMMING

- HTML5/CSS3, SQL, VISUAL BASIC FOR APPLICATIONS, PHP, PYTHON, PERL
- IBM/AIX

LANGUAGES

- 100% **ENGLISH** & **SPANISH**, exposure to **JAPANESE**, familiarity with **PORTUGUESE**

EDUCATION

BUSINESS, PROFESSIONAL, COMPUTING

Hitachi Content Platform – Installation & Maintenance, 2018
Pentaho (Business Analytics, CTools, Data Integration, Hadoop Framework Fundamentals), 2017
Dale Carnegie Training, Hitachi Data Systems, San Diego, 2016
MBA, University California, Irvine, 2002
BA Computer Science, Point Loma Nazarene College, San Diego, 1992

PSYCHOLOGY

Masters in Counseling Coursework, Colorado Christian University (2005-2006)