CV

Carla Ventrano

Professional Summary

Strategic-thinking Director offering a proven record of accomplishment. Equipped to drive necessary change and enable long-term growth and organizational success. Talented team leader, builder, and motivator with expertise in administrative management and optimization.

Work History

Munsch Hardt Kopf & Harr, P.C. - **Director of IT Operations**
Dallas, TX
04/2022 – 11/2023, M-F, Fulltime, 40+ Hours/wk, (214)855-7500

- Assisted the CIO in overseeing and leading a technical staff of 13 working to provide technological services for a 400-person, three-office firm
- Utilized various project management methodologies to meet the demands of departmental projects (i.e., office moves, phone system implementations, equipment inventory and disposal, software implementation, etc.)
- Conducted departmental meetings and provided budget analysis and reports to stakeholders
- Streamlined and optimized processes in the department
- Procurement of software and hardware through the use of RFIs, RFPs and contract negotiations with vendors
- Assisted the CIO with developing a digital transformation strategy (ITIL 4 and ITSM)
- Ensured department maintained aligned with firm policies and procedures (i.e., HIPPA, GDPR, ISO 27001)
- Ensured stakeholders were abreast of changes in technology trends, and firm needs (i.e., machine learning, AI/ChatGPT 4, etc.)
- Procured software, hardware, and infrastructure required to meet demands

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Skills

- Project Management Methodologies (Predictive and Agile)
- Budget Analysis
- Machine Learning, AI
- Cloud Architecture (Microsoft Azure)
- Process Improvement and Optimization (Six Sigma)
- Data Privacy (HIPAA, ISO 27001, ITIL/ISM, etc.)
- Teamwork/Collaboration
- Strategy development
- Proficient written and oral communication skills
- Problem-solving
- Conflict Resolution and Staff management

Education

05/2015
George Washington University
Alexandria, VA
Master's Degree: Law Firm Management

05/2012
American Intercontinental University
Schaumburg, IL
BS Degree: Information Technology /Network Administration, Accounting

Fowler White Burnett, P.A - Director of Information Technology
Miami, FL
10/2003 – 03/2022, M-F, Fulltime, 40+ Hours/wk, (305)789-9200

- Oversee and lead the technical staff of ten working to provide diverse IT services for a 200-person, three-office firm, and DR colocation
- Maintain departmental schedule for meeting timelines, milestones, and deadlines
- Proactively control budgets, schedules, and scopes
- Streamlined SOPs in the IT Department so as to provide more timely responses to after-hour IT issues by 50%
- Procure software, hardware, and infrastructure required to meet demands
- Provide dynamic three to five-year technology road maps
- Implement lean and agile project management methodologies in order to update project plans based on changing objectives, technology trends, firm needs, specifications, timing, and staffing availability
- Strive to identify areas where IT can be streamlined and optimized
- Keep upper-level management and stakeholders informed of the project status
- Through contract negotiation, reduced IT annual 2019 budget by 25%
- Proactively work to strategically identify and close areas of risk and ensure compliance with HIPAA, GDPR, and PCI guidelines and prevent roadblocks
- Monitor multiple databases to keep track of all company asset inventory, leases, and contracts
- Proactively identify and solve complex problems impacting operations management and business direction
- Provide end-user training and resolve application issues

Setup server configuration and management, management of VMware vSphere, Exchange Online, M365, Windows Server 2019/2016, Azure/Active Directory, AWS, managed Terminal Server farm and provided remote access assistance, Mimecast and Metalogix email archival, Veeam and Evault backup software, mobile device management, and support, Sonicwall firewall management, internet and network connectivity, NetDocuments, maintain vendor relations, provide client and co-counsel document access support, support LifeSize, Bluejeans video conference systems, and provide litigation support through the use of Logikcull, Relativity, Eclipse, Casemap and Laserfiche.

Coursework

- ChatGPT Artificial Intelligence OpenAI Training
- PMP
- Microsoft Azure
- AWS Cloud Architecture
- Smartsheet, Microsoft Project

Certifications and Affiliations

- PMI-PMP PDU Certificate
- PMI-ACP Certified Practitioner
- Lean Six Sigma (White, Green, and Black Belt)
- Certified Information Privacy Manager (CIPM)
- Certified Scrum Master
- Lean and Agile Project Management
- Accounting (GAAP)
- Office365 Management
- Procertas Expert in Word

- International Legal Tech Association (ILTA)
- Association of Legal Administrators
- Association of Legal Administrators of South Florida

Muller Mintz, P.A - IT Coordinator
Miami, FL.
01/2000 - 10/2003, M-F, Fulltime, 40+ Hours/wk, (305)358-1800 Dissolved

- Managed the IT Department and a 60-person network
- Responsible for the day-to-day management of the entire network, Novell Netware operating system, Groupwise 5.2, network backups, firewall management, internet connectivity, end-user support, and vendor relations
- Also provided training to both attorneys and staff
- Introduced, planned, and integrated new technologies relating to internal and external network and internet connectivity and disaster recovery

Kozyak Tropin & Throckmorton, P.A - IT Director
Miami, FL.
01/1995 - 01/2000, M-F, Fulltime, 40+ Hours/wk, (305)372-1800

- Maintained a 50 person network working with Novell 4.11 operating system, Corel WordPerfect Suite 8, Groupwise 5.2 and 5.5, Imanage 4, Microsoft Office 97 Suite, Perfect Law, Visual FoxPro, Summation Blaze, Soft Solutions
- Provided training for all users on use of software and phone system
- Provided generation of specialized accounting reports
- Delegated work overload among secretarial staff to ensure completion of projects were timely and setup and maintained staff vacation schedule
- Worked intimately with firm management to ensure firm technologies were consistent with firm goals