AARON SOLORZANO
Information Technology Executive

PROFILE

A highly qualified and results-driven Information Technology Operations and Project Management professional with over 22 years of experience in the strategic the planning, installation, configuration and optimization of IT infrastructures to achieve high availability and performance while reducing downtimes. Proficient at the extensive designing and implementing of network architectures, designing and administering system security schemes, and deploying and maintaining systems, applications, and databases. Proven ability to create and deliver solutions tied to business growth, organizational development, and systems/network optimization. Talented at bridging gaps between technical and non-technical departments with effective communication, knowledge of business processes, advanced troubleshooting, and organizational effectiveness. Expert at complete IT lifecycle projects on a small or large scale with proficiency at developing novel solutions to diverse technical problems. Looking to leverage strategic vision to heighten efficiencies and improve manageability in varied environments.

EXPERIENCE

IT DIRECTOR   Oct 2022 – Present
Magnetic Component Engineering, Torrance, CA
- Led company-wide initiatives to meet CMMC 2.0 and NIST 800-171 compliance, establishing cybersecurity protocols and ITAR-aligned controls to ensure full audit readiness and protect sensitive data.
- Managed IT integrations during mergers and acquisitions, aligning systems such as Office 365, Salesforce, and ERP platforms to enable smooth transitions and unified business operations.
- Designed and implemented a secure, scalable IT infrastructure using Cisco Meraki, VMware, and cloud technologies, improving system reliability and supporting organizational growth.
- Drives continuous improvements in technology, security, and software systems to support evolving business needs and reduce operational risk.
- Deployed and optimized CRM solutions to enhance customer and supplier data management, improving visibility into key business relationships and streamlining internal workflows.
- Developed and led training programs focused on cybersecurity awareness and new technology adoption, strengthening the overall security posture and user engagement across the company.
- Oversee IT operations across three geographically distributed sites, managing regional IT teams and ensuring consistent technology standards, support, and security practices company-wide.

USER SUPPORT MANAGER   Aug 2021 – Oct 2022
Irvine Ranch Water District, Irvine, CA
- Developed plans, policies and procedures, technical standards, plans, and project schedules for personal computer and mobile device hardware, operating systems and applications.
- Developed and implemented short and long-term technology programs to determine performance measurements, outcomes and investment needs.
- Collaborated with and mentor technology staff, promoting synergetic partnerships, credibility and teamwork.
- Directed and managed operating system level analysis and programming, and managed support for enterprise desktop applications.
- Directed and managed review of requirements and recommended selection of personal computers operating systems, desktop applications software, help desk software, personal computers, mobile devices, audio-visual equipment, VoIP telephone systems, wireless access, and printers.
- Reviewed and evaluated user technology and application needs and requirements and implemented solutions to improve user satisfaction.
- Directed and managed delivery of user support, including help desk application administration, aligning with best practices.
- Directed and managed the design, configuration, testing, analysis, and support of personal computer, mobile device, wireless access, and associated applications infrastructure.
- Developed and maintained processes and technology roadmap to achieve business objectives.
- Directed improvement projects focused on enterprise-wide updates or specific areas with sub-optimal utilization.
- Recommended hardware and software acquisitions to help users assess needs and justify equipment and services.
- Delivered solution models and architectures to support business requirements, organization and industry standards.

CONTACT

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EDUCATION

Bachelor's Degree in Information Technology – 2004
ITT Technical Institute, Carmel, IN

Associate's Degree in Information Technology – 2001
ITT Technical Institute, Carmel, IN

EXPERTISE

- Operations Management
- Project Management Abilities
- Root Cause Analysis
- Risk Mitigation Planning
- System Performance Analysis
- Project Documentation
- Network Infrastructure Planning
- Systems Architecture
- Design and Analysis
- Strategic Planning and Development
- Configuration Management
- Systems Deployment Monitoring
- Data Analysis and Validation
- New Technology Implementation
- Script Maintenance and Updates
- Cybersecurity Analysis
- Performance And Scalability Optimization
- Software Architecture
- System Administration
- Data Synchronization
- Interface Design and Implementation
- Platform Evaluation

Operating Systems: Windows 11, Windows Server, MacOS, iOS

Software Applications: Microsoft Office365, Tamarac, Pulseway, Azure/Entra ID, eMoney, UKG and NOVAtime, Adobe Creative Suite, Saleforce, RingCentral, SQL

TRAININGS

ITIL v4 Strategic Leader (SL) – 2021
Axelos

CERTIFICATIONS

Microsoft Certified Systems Engineer, MCSE

Apple Computer Desktop Technician, ACDT

PERSONAL SKILLS

- Strong Analytical and Conceptual Skills
- Ability to Develop Brilliant Ideas for I.T. Development and Management
- Advanced Critical and Strategic Thinking
- Strong Self-starter
- Envisaging the Larger Picture
- Leadership and Team-building Skills
- Excellent Interpersonal and Communication Skills
- Effective Contract Negotiator
- Analytical Problem Solver
- Collaboration and Partnership
- Foresight and Hindsight
- Ability to Take Initiatives
- Excellent Delivery Pace

ADDITIONAL ROLES

Oct 2009 – Jan 2012
TECHNICAL ACCOUNT MANAGER
Symantec, Torrance, CA

Jul 2008 – Jul 2009
SYSTEM SUPPORT ANALYST
APM Terminals, Terminal Islands, CA

Feb 2003 – Apr 2008
DOUBLE AGENT
Geek Squad, Torrance, CA

Jul 1999 – Sept 2002
NETWORK ADMINISTRATOR
Los Angeles Unified School District, San Pedro, CA

EXPERIENCE

IT MANAGER   Mar 2021 – Aug 2021
Mynaric, Los Angeles, CA
- Collaborated with architects and engineers to define the global IT and IT security strategies that reflected business needs, security specifications and service level requirements.
- Worked with engineering teams to develop the best use of technology in clean rooms used for Space and laser communications.
- Managed and set up the cloud and SaaS solutions, including Azure AD/Entra ID, Office 365, SalesForce, and SAP.
- Configured network equipment for installations, performed lifecycle refreshes and performed post-installation testing for turnkey services.
- Addressed emergent issues and technical problems by assisting project planning staff with developing action plans and appropriate solutions.
- Effectively managed variety of mission-critical network tasks, which included vulnerability and application patching, data backups and network configurations.
- Researched network technology trends and compared to existing architecture to present useful improvement suggestions.
- Managed implementation of application developments by collaborating with technical teams.
- Created and implemented administrative processes and procedures to prioritize job tasks and establish personnel responsibilities.
- Managed vendor relations and contracts through strategic partnerships which saved costs and delivered premium contract pricing.

DIRECTOR OF INFORMATION TECHNOLOGY   Jan 2017 – Jan 2021
EP Wealth Advisors, Torrance, CA
- Supported IT application development, application support, system integration and system administration projects for a $10 Billion AUM financial advisory firm.
- Identified, delivered, and integrated multiple, complex system solutions; improved processes and procedures enhanced operational proficiency, and reduced costs, increasing large-scale network by over 25%; over 600 computers, 70 printers, and hundreds of users.
- Designed, developed, and maintained new systems/programs and provided technical expertise and recommendations to support and enhance existing systems.
- Created centralized configuration management plans for multi-site businesses, prioritizing standardized system frameworks to ease future support deployments.
- Develop and implement various documentation and procedures for disaster recovery and contingency planning.
- Plan and design enterprise structural framework by researching hardware and software costs for various hardware and software solutions, including meeting with vendors and making decisions based on current and future needs.
- Designed service call policies, specifying proficiencies for employees and escalation points when support ticket resolution required supervisor expertise.
- Managed equipment placement, power management, infrastructure expansion, security and data center modifications.
- Supervised IT staff accountable for identifying and diagnosing server and data center issues and design and implementation of new data center technologies.
- Improved IT infrastructure, help desk, sales, account management and service operations.
- Managed various implementations including entire overhaul from hosted PBX to 100% VOIP (RingCentral), entire overhaul of DaaS/VDI hosting provider (SACA Technologies).

OPERATIONS MANAGER   Jan 2012 – Jan 2017
NOVAtime Technology, Inc., Diamond Bar, CA
- Directed day-to-day operations a small business/call center by spearheading implementation of short-term and long-term strategies to achieve business plan and profitability goals.
- Created project plans new implementations and migrations of applicable hardware and software with established timelines, assigned to appropriate teams and managed workflow throughout lifecycle.
- Collected and defined business requirements to create successful roadmaps and implementation plans.
- Created and executed policies, procedures and training for network resource administration and business continuity.
- Crafted the customer success cycle from sales pipeline to onboarding, training, and support - building a strong foundation in existing customer relationships while securing new business.
- Managed new project implementations, migrations, and upgrades of legacy systems, and established operational systems, processes, and policies for the entire organization.
- Served as the primary contact between NOVAtime, alliance partners, and enterprise-level clients.
- Reviewed network policies and infrastructure to evaluate sub-optimal areas and develop solutions.
- Modify existing configurations, designs, codes and team processes and maintain corresponding technical documentation.