

ANDRES VIVAS

Senior Director | Strategic Planning | Innovative IT Leadership

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Summary

Dynamic and seasoned IT leader with over 20 years of experience driving enterprise-level IT strategies, infrastructure, and operations. Recognized for architecting innovative solutions that align with mission objectives for federal and commercial clients. Proven ability to lead large, diverse teams, improve service delivery, and foster performance cultures built on communication, clarity, and accountability. Proven track record of uncovering customer needs and delivering expanded services that drive mission-focused growth.

Passionate about community building and leadership beyond the workplace.

Skills

Strategic IT Planning | Team Leadership | Project Management | IT Budget Management | Enterprise Systems | IT Service Management | Risk Management | Cyber Security

Professional Experience

Senior Director - Innovative Solutions

TekSynap Corporation | Reston, VA | March 2025 - Present

Lead the design and delivery of innovative IT solutions for federal and commercial clients, aligning technical implementations with mission goals.

Architect complex systems that improve efficiency, security, and client outcomes.

Collaborate with executive leadership and technical teams to identify gaps and deliver scalable, cost-effective strategies.

Drive modernization and digital transformation across enterprise environments.

Manager of Back-End Infrastructure Operations

Digital Management Inc (DMI) | Vienna, VA | March 2024 - March 2025

Managed 160+ IT professionals supporting FDIC infrastructure, data centers, and Azure cloud operations.

Oversaw enterprise-wide network/firewall upgrades and telephony migrations to Microsoft Teams/Oracle SBC.

Enabled mission-critical operations, including examiner connectivity and bank closure processes.

Revamped monitoring via automation and tool upgrades (Solarwinds, Opsware, Ansible, Evolven, SCOM).

Director of IT Infrastructure

Favor TechConsulting LLC | Vienna, VA | 2020 - 2024

Led a team of 70+ IT staff supporting the US Bureau of Labor Statistics.

Improved customer satisfaction by 25% through revamped service processes.

Directed infrastructure upgrades and a major data center migration to Equinix.

Managed a \$40M+ budget, aligned with federal goals and compliance mandates.

Oversaw implementation of enterprise VoIP, workstation refreshes, and cybersecurity programs (Tenable, Forescout, BigFix, SCCM).

Program Manager

Trowbridge & Trowbridge, LLC | Vienna, VA | 2014 - 2020

Managed 15+ large-scale IT projects for BLS across hardware, telecom, and cybersecurity.

Directed data center operations, outage response, and enterprise system upgrades.

Improved help desk operations through SOPs and training development.

Customer Service Task Manager

Cascades Technologies, Inc. | Herndon, VA | 2013 - 2014

Led support operations for 3,200 users across 8 U.S. regions.

Redesigned workstation imaging and refresh processes.

Achieved 96%+ customer satisfaction ratings.

Additional Experience

IT Infrastructure Task Manager (2010-2013) - Oversaw infrastructure modernization for federal/private clients.

Technical Team Lead & Operations Manager (2007-2010) - Managed development teams at the Department of Labor.

Systems Architect (2001-2007) - Delivered full-stack enterprise systems for the Office of Public Affairs, US

DOL.

Systems Engineer (1997-2000) - Developed HP-UX apps with Informix/Oracle for 5,000+ user enterprise.

Leadership & Philanthropy

Founder - Colombianos in DC: Colombian Support Network of the DC Metro Area (2010-Present)

Built and led a 14,000+ member community helping Colombians adjust, find work, volunteer, and thrive in the U.S.

Organized events, social meetups, and emergency support for families in crisis.

Sustained long-term engagement and growth through vision, communication, and local partnerships.

Education & Certifications

Bachelor's in Computer Science - Universidad ICESI, Cali, Colombia (1993-1998)

PMP Certified - Project Management Institute (PMP #233454, since 2005)

ITIL® 4 Foundation Certificate in IT Service Management - PeopleCert (Valid: Apr 2025 - Mar 2028)

Additional Training: CMMI Dev v1.3, Leadership Seminars, Tony Robbins' UPW & DWD, Productivity & Coaching