



## **CIO MAGAZINE – CIO 100 AWARD WINNING TECHNOLOGY LEADER K-12 ED-TECH BUSINESS INTELLIGENCE AND DATA ANALYTICS**

A seasoned strategic technology partner with 20+ years of experience in education, technology, and project management. Excels in conceptualizing, analyzing, and delivering solutions that drive student achievement. Led IT strategic planning for the largest, most diverse K-12 school system in the State of Georgia driving key priorities including innovation, expanded access, and student well-being. Led the creation of an Operational Data Store (ODS) adhering to Ed-Fi data standards. Experienced with GADOE state reporting including FTE, CPI and Student Record. Big four (4) IT consulting background working for professional services firm Ernst and Young (EY) developing a 21st century professional development platform across mobile, digital, and social media platforms. Superior communication skills with a talent for presenting highly technical project plans in an easy-to-consume manner. A Baccalaureate degree from Rutgers University and a Master's degree from Seton Hall University coupled with several recognized certifications which include PMP certification; Certified Scrum Master (CSM); ITIL V3 foundations certification; and a Lean Six Sigma Black Belt.

### **HIGHLIGHTS**

- Responsible for the enterprise applications roadmap for the Atlanta Public Schools including ownership of Infinite Campus (Student Information System); Lawson (Enterprise Resource Planning); and the district's Enterprise Data Warehouse
- CIO 100 Award for K-12 Ed-Tech Business Intelligence and Analytics [August, 2014, CIO Magazine]
- Strategic advisor for Student Information System (SIS) consolidation during the merger of Kennesaw State University and Southern Polytechnic University, creating Georgia's 3rd largest university in Georgia
- Big four (4) IT consulting background with professional services firm Ernst and Young (EY) to develop a 21st century learning and development platform across mobile, digital, and social media platforms
- Awarded the White House Infrastructure Investment Act cybersecurity grant to bolster resilient learning platforms by establishing an active Cloud presence using AWS
- 2024 IDC Smart Cities award finalist for the innovative use of technology within an educational institution

### **WORK EXPERIENCE**

#### **Gwinnett County Public Schools**

**August, 2022 – Present**

#### **Chief Technology and Innovation Officer**

Led IT strategic planning for the largest, most diverse school system in Georgia driving key priorities including innovation, expanded access, and student well-being. Established a Project Management Office (PMO) resulting in a 28% improvement in on-time/on-budget project delivery. Awarded the White House Infrastructure Investment Act, cybersecurity grant, to enhanced resiliency of the district's mission critical systems by establishing an active Cloud presence using AWS. Upgraded wireless connectivity to Wi-Fi 6, the latest generation of wireless technology providing significant improvements in speed, capacity, and efficiency particularly in areas with multiple connected devices advancing student achievement. Led the creation of an Operational Data Store (ODS) adhering to Ed-Fi data standards. Delivered a video surveillance platform leveraging artificial intelligence (AI) and geospatial coordinates to advance the district's "safe and secure schools" initiative. Improved budget transparency while reducing operating expenditures by \$7.5M and re-investing savings into initiatives that advanced our strategic blueprint.

#### **Fulton County – Chief Information Officer**

**October, 2015 – August, 2022**

Led the IT Covid response strategy for the Fulton County Board of Health. Improved system performance and service level agreements by upgrading and modernizing legacy technology infrastructure. The upgrades improved the customer experience by transforming a "burning platform" with latency issues into a highly resilient hybrid Cloud (AWS) platform. Reduced recurring telecom expenditures by \$2.5M annually by modernizing the County's telecommunications infrastructure. Developed a STEM internship program with Georgia State University, recognized by Georgia Trend Magazine and resulting in a \$3.9M cybersecurity grant, the largest ever received by the Robinson School of Business.

#### **Kennesaw State University – Assoc. Executive Director** **January, 2015 – June, 2015**

Served as Associate Executive Director and IT Executive Advisor in support of the merger between Kennesaw State University and Southern Polytechnic University. Responsible for providing a strategic roadmap for the consolidation of mission critical enterprise applications for the 3rd largest University in the State of Georgia. The consolidation included Banner, Peoplesoft, and the StarRez residential housing platform resulting in recurring savings of \$750K annually.

# Glenn R. Melendez – Continued

## HIGHLIGHTS – CONTINUED

- Recognized by Georgia Trend Magazine for innovations in cybersecurity through partnerships with local Atlanta Colleges and Universities [June, 2020]
- Recipient of the State of Georgia, “Technology Innovative Showcase” award [2017]
- Finalist Atlanta Technology Professionals greatest impact award [2017]
- Acknowledged by the National Association of Counties for the digital transformation of Fulton County, Georgia [2018]
- Recipient of the National Association of Counties award for development of a Technology Center of Excellence in partnership with local Atlanta Colleges and Universities [2020]
- Honored by the Fulton County Board of Commissioners on August 15, 2018 – officially declared “Digital Transformation Day”

## PUBLICATIONS

- CIO Magazine [August, 2014]: CIO 100 Winners Turn Analytics into Money-Making New Products
- Georgia Trend Magazine [June, 2020]: Innovations in Cybersecurity
- How Connected Communities Unite Data, Systems, and People, Tyler Technologies

## CONTACT

### **Ernst and Young (EY) – Assistant Director, IT**

**April, 2014 – January, 2015**

Led the migration of SharePoint 2010 to SharePoint 2013 leveraging a cloud hosted solution for enterprise content management aimed at improving collaboration on a global scale. Leveraged features to deploy social communities and business intelligence capabilities to publish various dashboards used by the EY project management community. Delivered a service desk strategy for Atlanta-based CNN for the roll-out of ServiceNow, a leading enterprise ITSM platform built on the ITIL framework that supports end-to-end IT Service Operations. The strategy reduced annual operating expenses by \$1.8 million by retiring multiple legacy service desk solutions being managed globally by individual business units.

### **Atlanta Public Schools – Director Enterprise Apps.**

**April, 2008 – April, 2014**

Recipient of the 2014 CIO 100 Award for strategic and operational excellence. This prestigious honor is reserved for the top 100 technology leaders in the Country. As a member of the senior IT management team, responsible for owning and executing the enterprise roadmap for IT applications including ownership of Infinite Campus – Student Information System; Lawson – Enterprise Resource Planning; and the district’s Enterprise Data Warehouse. Led strategic planning and prioritization of IT initiatives, including full life-cycle system implementations, and leveraging cross-functional teams of in-house / outsourced delivery models to optimize delivery capabilities. Dramatically improved internal audit posture by delivering a robust Role Based Access Control (RBAC) framework leveraging Active Directory to auto-provision/terminate access-rights. The solution resulted in a 52% improvement in managing access rights for terminated employees while automatically provisioning rights for new hires.

## EARLY CAREER

Anthem (Elevance Health) – Director IT	August, 2005 – April, 2008
United Healthcare (UHC) – Senior IT Manager	October, 2003 – August, 2005
Blue Cross Blue Shield, NJ – Prg. Mgmt. Consultant	October, 2001 – October, 2003

## EDUCATION



**Rutgers University**  
New Brunswick, NJ  
Bachelor of Arts  
School of  
Communication &  
Information  
Sciences



**Seton Hall University**  
South Orange, NJ  
Master of Arts  
Corporate  
Communication

## CERTIFICATIONS



**Project Management Institute (PMI)**  
PMP Certified



**PeopleCert, Inc.**  
ITIL v3 Foundations  
Certified



**Georgia State University**  
J. Mack Robinson  
College of Business  
– Lean Six Sigma  
Green Belt  
– Lean Six Sigma  
Black Belt



**Georgia Institute of Technology**  
Certified Scrum  
Master  
(Scrum Alliance)