

# JORGE SERRANO, PMP®

## Director, Information Technology

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### PROFESSIONAL SUMMARY

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Technology leader and PMP® with 9+ years directing IT strategy, infrastructure, and digital transformation across multi-site organizations. Proven track record managing enterprise-wide technology operations, software integration (Office 365, Google Workspace, ERP systems, Mac/Windows/iOS), cybersecurity programs, and A/V technology projects end-to-end. Recognized contributor to the PMBOK Guide 8th Edition for AI adoption. Trained in Machine Learning at the University of Toronto. Full-stack developer (React, Next.js, TypeScript, Python, C#) who builds custom solutions and manages them end to end. 17 public repositories on GitHub. Founder of PolarPath Technologies. Open to Director / VP of IT, Head of Engineering / CTO, and senior solutions architect roles. Based in Toronto; open to hybrid, remote, and travel.

### KEY QUALIFICATIONS

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- 9+ years IT operations & technology project management
- Software integration: Office 365, Adobe, Slack, Teams, Zoom, Webex, Dropbox, and 15+ platforms
- Google Cybersecurity certified; annual security training lead
- ERP implementation (Acumatica) with CRM integration (HubSpot)
- Full-stack dev: React, Next.js, TypeScript, Python, C#, Kotlin
- Cross-platform: Windows, macOS, iOS, Android, Linux
- End-to-end A/V and tech project delivery with budget oversight
- Vendor management, procurement, and contractor coordination

### PROFESSIONAL EXPERIENCE

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#### Head of Technology | MeadowBrook Construction | Mississauga, ON | Jun 2023 | Present

*Sole technology leader for a 29-year multi-trade construction firm. Key point of contact for all IT across corporate offices and active job sites.*

- Manage all organizational technology and IT requests for 50+ staff across corporate offices and active job sites; reduced average ticket resolution time by 40% through standardized processes.
- Spearheaded ERP implementation (Acumatica) with bidirectional HubSpot CRM integration, eliminating 100% of duplicate records and saving the finance team 15+ hours per week in manual reconciliation.
- Built analytics dashboards (JavaScript, Google Data Studio, Sheets) now used daily by 8 departments for revenue, profit, estimating, and workforce visibility.
- Automated compliance workflows (Apps Script, Python, Selenium, VBA), reducing manual workload by 20% and achieving 98% on time completion rate for Health & Safety toolbox talks across 50+ employees.
- Built a training expiry notification system that tracks certifications for every employee by department, currently keeping 100% of safety credentials up to date with zero lapses.
- Lead IT security protocols and annual cybersecurity training for all staff; zero security breaches since program launch.
- Manage 6+ vendor relationships, hardware procurement, and full device inventory; cut onboarding setup time from 3 days to same day delivery for new hires.
- Technology operations support \$50M+ annual revenue; on track to roll out a unified field service platform by Q4 2026.

#### Project Coordinator | MeadowBrook Construction | Dec 2020 | Jun 2023

- Developed data dashboards adopted by 5 project teams, cutting weekly reporting time from 4 hours to 30 minutes per team.
- Coordinated technology across 10+ concurrent projects, ensuring field and office teams had connectivity and tools on day one.

#### Site Coordinator / Supervisor | ZGemi Building Beyond Buildings | Toronto, ON | Nov 2016 | Mar 2020

- Led a team of 20+, integrating technology solutions to align daily operations with project goals.
- Built and managed job site databases and scheduling systems; managed subcontractor coordination and vendor bids.

### KEY PROJECTS & OPEN SOURCE (GITHUB.COM/JORGEDSP93)

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#### FieldEdge + Linxup Clock Audit

Automated reconciliation of FieldEdge timesheets with Linxup GPS trip data. Flags overtime, home clock-ins, and generates exception reports with Looker Studio integration. (Google Apps Script)

<b>Acumatica Service Cost Tools</b>	Material and labor cost controls with reporting for field service management, built directly on the Acumatica ERP platform. (C#)
<b>Training Expiry Notifier</b>	Automated weekly email summaries of employee training expirations grouped by department with color-coded urgency. Used for safety compliance tracking. (Google Apps Script)
<b>H&amp;S Reminder System</b>	Weekly Health & Safety digest distribution with follow-up action buttons and full audit trail for compliance. (JavaScript)
<b>Humi Partners API</b>	API gateway for secure, controlled access to HR employee data in external applications. (JavaScript/Node.js)
<b>PolarPath Platform</b>	Founded PolarPath Technologies. Built the public site and multi-tenant operations app connecting CRM, dispatch, HR, finance, and reporting. (Next.js, TypeScript, React)

## EDUCATION

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**Machine Learning (3253)** | University of Toronto, School of Continuing Studies  
ML/AI algorithms, predictive modeling with Scikit-learn and TensorFlow. Toward U of T Certificate in AI.

**Project Management** | Lambton College, Toronto | 2017 to 2018

**Bachelor of Civil Engineering (WES Evaluated)** | UCAB, Venezuela | 2011 to 2015

## CERTIFICATIONS & RECOGNITION

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- Project Management Professional (PMP®)
- PMBOK 8th Ed. Contributor, AI Adoption
- Microsoft Excel Expert (MO-201)
- Google Cybersecurity Professional Certificate
- Google IT Automation with Python
- Six Sigma Foundations + 50 dev courses

## TECHNICAL SKILLS

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**IT & Platforms:** Office 365, Google Workspace, Adobe Suite, Slack, Teams, Zoom, Webex, Dropbox, Windows, macOS, iOS, Android, Linux

**Development:** React, Next.js, TypeScript, Node.js, Python, C#, Kotlin, Google Apps Script, VBA, PostgreSQL, MongoDB, Firebase, Redis, Docker, AWS, Cloudflare

**ERP & Business Systems:** Acumatica, HubSpot, Humi HR, FieldEdge, Linxup GPS, Procore, Autodesk Construction Cloud, QuickBooks, Sage 300

**Analytics & Automation:** Looker Studio, Power BI, Advanced Excel, PostHog, GitHub Actions, Zapier, n8n, Selenium, ML (Scikit-learn, TensorFlow)

**DevOps & Security:** Docker, Git, GitHub Actions, Postman, Cypress, Playwright, Cloudflare, NGINX, Terraform, Kubernetes (exposure)

## ADDITIONAL

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**Languages:** English (Fluent), Spanish (Native), French (Basic) | **Founder, PolarPath Technologies**