

RICARDO H. MORALES – CHANGE MANAGEMENT AND XOC COMMUNICATIONS LEAD

EXPERIENCE SUMMARY

Mr Morales has over 15 years of professional experience in Information Technology work.

PROFESSIONAL BACKGROUND

Change Management and XOC Communications Lead, Pragmatics, Inc, (2017 – Present)

Contracting for Booz Allen Hamilton/Center for Medicare and Medicaid Services (CMS)
Maintain change management process and stakeholders' communication to provide clear action and language within the 24/7 eXchange Operations Center for CMS' Affordable Care Act (ACA) program.

- Successfully updated and restructured content and recipient list of over 100 communication notices to the ACA's Federal and State stakeholders.
- Serve as team trainer for JIRA, Confluence, GovDelivery, and ServiceNow applications.
- Have consistently delivered accurate and timely weekly communications regarding maintenance events for the Federally Facilitated Marketplace/Exchange.

Exchange Operations Center Analyst, Pragmatics, Inc, (2016 – 2017)

Contracting for Booz Allen Hamilton/Center for Medicare and Medicaid Services (CMS)

Maintained situational awareness of the operational status of all systems by monitoring and analyzing real-time displays of key system metrics. Also provided centralized communication and coordination for multi-vendor, multi-system deployments of applications, patches, and configuration changes to Pre-Production and Production environments while executing problem management for high-impact operational incidents.

LAUREATE EDUCATION, INC., Baltimore, MD, (2007 – 2016)

Served in numerous progressing roles over a 9-year career at Laureate Education during which I resurrected an online student community, managed operations for the IT department of a brick and mortar institution and served as a business analyst, relationship manager, and was the primary voice between IT developers and University clients.

Director, Online Student Community, The University of Roehampton London Online, Inc., (2014 – 2016)

Delivered increasing student satisfaction with the online student community experience, strengthening student identity to, and affiliation with the online graduate program.

- Implemented and successfully managed Roehampton's online referral program, resulting in 17% increase in enrollments from referrals.
- Planned and implemented Roehampton Employability and Careers Hub (REACH), providing added value to master's degree program.
- Managed, analyzed and reported on retention outreach pilots, delivering results-driven data to executives.

Director, IT, The National Hispanic University & Canter, (2012 - 2014)

Successfully aligned IT projects with departmental budget. Streamlined technical support process for faster, more efficient service.

- Renegotiated institution's communications contract, resulting in annual savings of over \$26K.
- Supervised technical support specialists, driving productivity and increasing customer-centered support.
- Managed decommission and replacement of outdated equipment improving technical productivity and client satisfaction.

Business Analyst / Relationship Manager, Walden University, Kendall College, New School of Architecture and Design, Santa Fe University of Art and Design, and The National Hispanic University, (2007 – 2011)

Adept communicator serving as primary contact between software development, IT release team and quality assurance team and company clients to ensure technically accurate and federally compliant requests and deliverables.

- Project manager for implementation of several business unit applications (live chat, electronic fax, online tutoring service, online assessment tools) with high percentage of on-time and on-budget delivery.
- Created functional specifications, Visio process documents and project timelines for business requests, facilitating launch, documentation, and use of new applications.

SUMMARY

ROLE: Change Management and XOC Communications Lead

SKILLS:

- Project Management
- Business Analysis
- Relationship Management
- Communications Lead
- Higher Education Administration

YEARS OF EXPERIENCE: 16+, including 5 years of Marketplace experience

EDUCATION:

- BA, Sociology, Cornell University

HIGHER EDUCATIONAL EXPERIENCE

EMORY UNIVERSITY, Goizueta Business School, Atlanta, GA 2005 – 2007

Associate Director, BBA International Programs

Managed incoming and outgoing exchange and study abroad programs and established and maintained relationships with international participants from 40 diverse countries. Established future affiliation by connecting them to alumni programs.

- Traveled internationally to cultivate and revitalize exchange partnerships with top-tier international business schools resulting in reactivation of 5 dormant programs.
- Created and delivered numerous presentations on studying abroad for domestic students; and studying, living, and traveling in the United States for foreign students.
- Advised an average of 30 international exchange students per semester maintaining 95% A+ ratings from students.
- Redesigned and maintained International Programs website, eliminating the maintenance cost.

GEORGETOWN UNIVERSITY, Washington, DC 2003 – 2004

Academic Counselor, Georgetown College Dean's Office

Passionate counselor focused on making degree requirement fulfillment understandable and applicable for Georgetown College seniors.

- Counseled and certified College seniors, facilitating clearance through graduation requirements.
- Scripted, maintained, and verified accuracy of Degree Audit for College seniors in University's Student Information System (SIS), ensuring 100% accurate data for graduation certification.

CORNELL UNIVERSITY, Ithaca, NY 1999 – 2003

Associate Director, Office of Minority Educational Affairs / Committee on Special Educational Projects

Provided leadership in development and presentation of programs and strategies that increased sensitivity and knowledge of cultural diversity throughout university community to support and retain underrepresented minority students.

- Developed and nurtured relationships between Office of Minority Educational Affairs and other key offices throughout university and Ithaca community increasing unit's influence on community.
- Served as one of five Crisis Managers providing leadership and coordination in response to institutional-wide emergencies.
- Taught four-week substance abuse prevention workshops and submitted reports to Judicial Administrator and University Health Services, bringing needed visibility to issues of chemical abuse and giving students a chance to avoid an official reprimand on their record.