

# Alfred Castillo, PhD Candidate

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## OBJECTIVE:

After over a decade of high-level practitioner experience in the Information Systems field, I felt that I had plenty of breadth in my knowledge base. I joined the PhD to develop some depth, and focused in two related management areas: (1) understanding how to better manage the innovativeness of an organization, including the collaborative and organizational factors leading to innovation, which can be internal/external and exploitative (incremental)/explorative (radical) in nature; and (2) extracting information out of the ever-growing amount of data that we collect to drive our decision-making, cause growth, and improve business processes.

I now want to expand upon my understanding of the above two areas by becoming embedded within a hybrid (technology- and business-oriented) group that is tasked with providing growth for the organization via innovativeness and business analytics. In this capacity I can aid in achieving the organization's goals while also pursuing my academic interests in the discovery of new methodologies for eliciting patterns in various forms of data, novel uses for business analytics, resource-based innovation by the reconfiguration of existing IT capabilities to develop new capabilities, and IT intrapreneurship/entrepreneurship from the perspective of a team member experiencing the drivers affecting various initiative outcomes and explaining project performances.

## EXPERIENCE:

### PhD Candidate

*Information Systems Doctoral Program, Florida International University*  
August 2012 – Present

- Research in: data visualization and impact on decision making [3]; new methodologies for structured and unstructured data mining [1,2,4,5]; and the co-evolutionary nature of innovation [6].
- Methodological experience in: action research [1b], case studies [1,3,6], design science [1,2,4], and structural equation modelling
- Course development and instruction of a new (first offering) course (Business Application Development ISM3230) – evaluations over 4.0
- Course development and instruction of a new (first offering) entirely online course that was based on the face-to-face version (Business Applications Development ISM3230 - online) – evaluations over 4.0
  - Currently in process for Quality Matters certification
- Participated in Doctoral Consortium – DESRIST 2014

### Operating Systems Programmer/Consultant

*Miami-Dade County, Enterprise Technology Services Department (ETSD)*  
August 2002 – August 2012

- Implemented Miami-Dade County's Integrated Lights Out (iLO) infrastructure for out-of-band management as an initiative for cost savings in on-call costs and improve overall support.
- Programmatically automated hardware failure alert/replacement for HP products.
- Interfaced with various vendors to assist in deployment/procurement of their distributed environments.
- Performed troubleshooting for various products ranging from operating systems (Windows 2000 Server, Windows 2003 Server, Windows 2008 Server) to applications and connectivity.
- Performed emergency and scheduled maintenance/troubleshooting after-hours for critical systems.
- Maintained over \$10 million in inventory for Miami-Dade County and consolidated the inventory for outside departments and datacenters into one central repository.
- Assisted in the migration from a Windows 2003 Active Directory forest to Windows 2008 native and later on to 2008 R2.
- Provided support in the implementation of the SCCM/SMS infrastructure for Miami-Dade County.
- Performed yearly Capital Inventory.
- Implemented and maintained Miami-Dade County's System Center Operations Manager (SCOM) Infrastructure as well as the HP Systems Insight Manager (HPSIM) environment.
- Programmatically facilitated custom alerting to integrate disparate monitoring systems including: HPSIM, SCOM, IPMonitor.
- Deployed and maintain both, the system and hardware, for Miami-Dade County's first HP Blade Enclosure system and all thereafter.
- Headed and executed an APC project to address heating/cooling issues faced in the datacenter.
- Involved in various projects to migrate existing discrete systems to the HP Blade Infrastructure or the virtual environment.
- Worked with the VMware team to provision clients for our virtual infrastructure.

- Maintained and deployed over 1000 servers county-wide with various operating systems including: Windows NT, Windows 2000, Windows 2003, Windows 2008
- Provided first response support for network and systems related issues for various ETSD customers.
- Worked in groups and individually on many projects for various Miami-Dade County departments (GIS, Seaport, ETSD, WASD, Fire, DP&Z, MDPIC, COC, Enterprise Asset Management)

Information Systems Coordinator (ISC) / Instructor

*U.S. Marine Corps (Command and Control Systems School)*

August 2002 – August 2006

- Installed, configured and maintained LAN environment for 150 nodes and two Intranets consisting of 100 nodes each.
- Created and managed user accounts for LAN and e-mail environments.
- Provided support to end-users concerning software, hardware and network issues.
- Implemented system upgrades, patches and scheduled maintenance to improve LAN efficiency.
- Maintained inventory and accountability of all computer, network and miscellaneous gear within the organization.
- Planned, implemented and designed the building of 9 fully functional networks from the ground up in an austere environment including the first fully functional Windows 2000 Active Directory tactical network for the Command and Control Systems School.
- Worked with and integrated into our data network point-to-point signals such as the MRC-142 and multiplexers such as the FCC-100.
- Instructed the entire CCNA curriculum to senior Commissioned Officers and Staff Non Commissioned Officers with a passing rate of over 90%.
- Responsible for training all new staff members that will be instructing for the Command and Control Systems School.
- Created the entire data curriculum for the Communications Officer's Course including: Windows 2000, Windows 2003, DHCP, DNS, IIS, Exchange 2000, Exchange 2003, LAN Technologies, WAN Technologies, Networking Basics, OSI Model, Cisco Routing, Cisco Switching, Advanced Routing and Switching, Security.
- Built the Networking Lab and all practical application exercises for the Communications Officer's Course.
- Responsible for teaching the data portion of the Officers' Communications School for 9 classes consisting of 70 junior officers each.
- Worked with and responsible for the security of cryptographic equipment.
- Responsible for the supervision, training and daily tasking of numerous Marines.

## **EDUCATION:**

- PhD Candidate in Management Information Systems (4.0 GPA) *Florida International University Miami, FL*
- Master in Management Information Systems (4.0 GPA) *Florida International University Miami, FL*
- Bachelor in Computer Science (Summa Cum Laude) *Park University Parkville, MO*
- Data Network Specialist Course (#1, Honor Graduate) *MCAGCC, Twentynine Palms, CA*
- Tactical Data Network Specialist Course (#1, Honor Graduate) *MCAGCC, Twentynine Palms, CA*
- Formal School Instructors Course *Marine Corps Combat Service Support Schools Camp Lejeune, NC*
- Principles of Instruction for the Marine Non-Commissioned Officer *Marine Corps University*
- Sergeants' Leadership Program *Marine Corps University*
- Fundamentals of Marine Corps Leadership *Marine Corps University*

## **AWARDS:**

- Presidential Fellowship *Florida International University*
- Golden Key International Honors *Florida International University*
- Beta Gamma Sigma *Florida International University*
- Naval Achievement Medal *Marine Corps Communication and Electronics School*
- Good Conduct Medal *United States Marine Corps*
- National Defense Service Medal *United States Marine Corps*
- Global War on Terrorism Service Medal *United States Marine Corps*
- Certificate of Commendation *Headquarters and Services Battalion*
- Certificate of Achievement *Marine Corps Communication and Electronics School*
- Letter of Appreciation *Marine Corps Communication and Electronics School*

## **RESEARCH:**

- [1] Castillo, A., Castellanos, A., & Tremblay, M. C. (2014). Improving Case Management via Statistical Text Mining in a Foster Care Organization. In *Advancing the Impact of Design Science: Moving from Theory to Practice* (pp. 312-320). Springer International Publishing.
  - a. Presented at DESRIST 2014 (Miami, FL).
  - b. Paper targetting MIS Quarterly, November 2015. "Identifying Institutional Documentation Style To Improve Business Processes"
- [2] Castellanos, A., Castillo, A., and VanderMeer, D. 2013. *ExUp: Inferring Multiple-Dimension Rating System*. Presented in WITS, Milan, Italy, December 2013.
  - a. Paper targeting DSS, December 2015. "A Recommendation System for Multi-Valued, Non-Parametric Data"
- [3] Castellanos, A., Castillo, A., Gudi, A., & Lee, R. Decision Making Drivers and Preparedness in Emergency Planning: A Case Study. In WIT Transactions on The Built Environment, Vol 133. *Disaster Management and Human Health Risk III: Reducing Risk, Improving Outcomes* (pp. 171 – 182). WIT Press.
  - a. Presented at WESSEX 2013 (Coruna, Spain).
- [4] Castellanos, A., Castillo, A., Tremblay, M. C., & Lukyanenko, R. (2015). Fueling the Manual Process: Data Mining a "Gold Standard" in Case Management. Submitted to AMIA (San Francisco, California). Poster
- [5] Castellanos, A., Castillo, A., & Tremblay, M. C. (2014). Improving Case Management via Statistical Text Mining in a Foster Care Organization. AMIA (Washington, DC). Poster
- [6] Dissertation topic (3 paper model): IT Entrepreneurship/IT Intrapreneurship.