JENNIFER CHAVEZ

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PROFESSIONAL SUMMARY

Higher education technology executive with 13+ years of experience leading IT strategy and operations at the University of Wyoming, including current role as Interim VPIT/CIO managing $19M budget and 200+ full time and student staff. Proven track record modernizing enterprise systems, strengthening cybersecurity, and advancing academic technology solutions through cloud ERP implementation, network and computing infrastructure, and enterprise-wide telecommunications modernization. Known for collaborative leadership across UW's academic, research, and administrative units while ensuring technology services support and advance the university's teaching and research mission.

PROFESSIONAL EXPERIENCE

University of Wyoming, Laramie, WY   November 2024 to Present
Interim Vice President and Chief Information Officer, Information Technology
- Provide strategic direction for the university's IT services, aligning technology with institutional and other units' goals and ensuring continuous improvement in technology infrastructure.
- Lead a collaborative service-driven organization of 100+ full time and 100+ student employees, demonstrating commitment to IT service excellence.
- Fostering a professional work environment supporting staff and staff development.
- Develop and manage an annual budget of approximately $19 million, prioritize resources, and ensure a balance between reliable services and the introduction of new technologies and services.
- Develop and implement cyber and data privacy policies to safeguard the university's technology infrastructure, ensure a secure environment for enterprise applications and research computing, and protection of personal information.
- Collaborate with academic, research, and administrative units to address the technological needs of diverse constituencies, fostering cross-campus cooperation and minimizing duplication of efforts.
- Support the University's research enterprise through consultation and collaboration with key stakeholders, including the Office of the Vice President for Research and Economic Development and members of their team.

University of Wyoming, Laramie, WY   March 2020 to Present
Deputy, CIO Information Technology

- Partnered extensively with the previous CIO to lead all aspects of the IT division, including developing strategic direction, working with constituents across the university, staffing decisions, and other leadership duties.
- Oversaw day-to-day operational aspects of the division and performed the duties of the VP and CIO in their absence.
- Represented IT on numerous cross-departmental committees and projects. Represented IT and the CIO in several external working groups, including with the State of Wyoming.
- Managed and led the operations and services for the universities comprehensive computing, storage, networking, security, voice and cloud strategy, ensuring high levels of service delivery to students, faculty, and staff.
- Led cross-functional teams to successfully implement and support a wide range of technology solutions, including cloud technologies, enterprise applications, networking and cybersecurity measures.
- As Deputy, CIO, developed and managed an annual budget of approximately $5M for IT infrastructure, networking, and security ensuring resource allocation for both ongoing needs and emerging technologies.
- Coordinated with many of UW's senior leaders to assess and plan for technological needs across the university, providing strategic advice on emerging trends and opportunities.
- Developed policies to ensure compliance with relevant regulations (e.g., FERPA, HIPAA, GLBA), safeguarding institutional data and maintaining a secure computing environment.
- Provided mentorship and guidance to 35+ staff, fostering an environment of professional development and continuous improvement.
- Led collaboration efforts across departments to streamline operations, reduce duplication, and leverage shared technology resources to enhance productivity and business processes.
- Often acted as an advisor to various university units to help them assess, plan and implement technology solutions to improve their business operations as well as enhance the teaching and learning experience for students and faculty.
- Developed and maintained associated relationships and partnerships with the State of Wyoming, other institutes of higher education, regional and national networking groups, service providers and vendors.
- Collaborated on capital project planning to anticipate and meet evolving technological needs across the campus community.
- Developed and managed project plans, ensuring timely and successful delivery of technology initiatives while adhering to budgetary constraints.
- Established governance structures with key stakeholders to align IT projects with the university's needs, ensuring that resources are appropriately allocated to high-priority projects.
- Managed a large-scale IT infrastructure, including hardware, software, and networking facilities, ensuring seamless operation and high availability.
- Negotiated contracts with vendors and manage software and hardware acquisitions, ensuring cost-effective purchasing and licensing agreements.

- Developed and implemented system upgrades and improvements to ensure scalability and performance for growing institutional needs.

University of Wyoming, Laramie, WY   January 2018 to February 2020
Director Enterprise IT Infrastructure and Security, Information Technology
Served as Interim July 2016 – December 2017
- Led the development and implementation of a comprehensive computing, storage, networking, security, voice and cloud strategy.
- Responsible for hardware capacity, life-cycle replacement, and disaster recovery planning.
- Managed and mentored 35 employees within the department that oversees telecommunications, networking, security, infrastructure, database, and systems administration.
- Administered annual personnel, fixed and project budget of over $5M.
- Directed the planning and performance of network and system availability and reliability.
- Ensured legal and regulatory compliance of IT systems and operations.
- Responsible for IT Change Management processes and procedures.
- Developed and maintained associated relationships and partnerships with the State of Wyoming, other institutes of higher education, regional and national networking groups, service providers and vendors.
- Partnered with Academic Affairs units to assess, plan and implement technology needs to enhance the teaching and learning experience for students and faculty.
- Managed departmental budget and expenditures.
- Forecasted technology needs and set directions for UW IT Infrastructure.
- Developed and coordinated technology plans for systems development, storage, security, computing, networking and related support services, including RFP and vendor selection.
- Responsible for customer relationship management between IT and the university community.

University of Wyoming, Laramie, WY   October 2012 to December 2017
Director Application and Database Services, Information Technology
Served as Interim December 2011 – September 2012
- Managed and mentored, 40 employees within the department that oversee administrative application support, database administration, and security.
- Administered annual personnel, fixed and project budget of over $3M.
- Led the universities modernization project to cloud ERP and HCM
- Managed departmental budget and expenditures.
- Partnered with Academic Affairs units to assess, plan and implement technology needs to enhance the teaching and learning experience for students and faculty.
- Developed short and long-range plans for applications support.
- Responsible for customer relationship management between IT and the university community.
- Negotiated with vendors.
- Oversaw RFP and vendor selection processes for software procurement.
- Contract management.

- Evaluated, initiated, and developed new IT service offerings.
- Responsible for continual process improvement within the department.

University of Wyoming, Laramie, WY   May 1998 to October 2012
Served in various roles, Information Technology
Accounting Associate, Sr., Telecommunications Technical Consultant, Supervisor of
Telecommunication Services, and Project Manager.

EDUCATION

MA   University of Wyoming, Higher Education Administration   May 2023

BS   University of Wyoming, Marketing   May 1998

SKILLS

- Strategic IT Planning & Leadership
- Budget Development & Resource Allocation
- Governance & IT Project Management
- IT Infrastructure & Cloud Technologies
- Cybersecurity & Data Privacy Compliance (FERPA, HIPAA, GLBA)
- Contract Negotiation & Vendor Management
- Highly Collaborative Leadership & Team Building
- Educational Technology Integration & Training
- Data-Driven Decision Making & Analytics
- Excellent Communication & Stakeholder Management

PROFESSIONAL ACCOMPLISHMENTS

Executive Sponsor, Edify Project
University of Wyoming, Laramie, WY | July 2024 – Present
Leading the strategic direction and execution of the Edify Project, an initiative aimed at
enhancing the universities use of data in decision-making by providing a modern solution to
allow for the democratization of data across the institution.

Strategic Advisor, WYDOT RIS Modernization Project
State of Wyoming, Laramie, WY | 2021 - Present
Providing strategic advice and guidance to the Wyoming Department of Transportation's
(WYDOT) RIS Modernization Project, ensuring alignment with state technology goals and
objectives.

IT Lead, UWIT/HR Compensation Review
University of Wyoming, Laramie, WY | August 2024 – Present
Managing the IT aspects of the UWIT/HR Compensation Review project, ensuring IT

compensation more closely aligns with industry compensation for all positions within the IT organization.

Strategic Lead, UW Teams Voice Over IP (VoIP) Telephone Implementation
University of Wyoming, Laramie, WY | 2023 - Present
Leading the implementation of Microsoft Teams VoIP Telephone system across the University, streamlining communication and collaboration infrastructure into a modern day solution.

Front Range GigaPop – Management Committee
University Corporation of Atmospheric Research(UCAR) | 2018 - Present
Voting member for the University of Wyoming as a participant in the Front Range Gigapop which is a unique multi-state network infrastructure that advances the research and educational goals of the participants within the community.

IT Lead, UW Advisory Committee
University of Wyoming, Laramie, WY | March 2023
Provided IT leadership on the UW & Deloitte Class Compensation and Organizational Design Study.

Strategic Lead, Wireless Expansion
University of Wyoming, Laramie, WY | 2019 - 2023
Spearheaded the University's wireless expansion initiative, enhancing network capabilities to support the growing demand for mobile technology across campus.

IT Lead, Strategic Planning Team
University of Wyoming, Laramie, WY | 2022
Provided IT leadership for the university's strategic planning team, contributing to long-term institutional goals and initiatives.

IT Lead, COVID Response and Implementation
University of Wyoming, Laramie, WY | 2020 – 2021
Managed and led the IT team's response to the COVID-19 pandemic, implementing technological solutions to support remote learning, faculty, and staff during the crisis. Implemented weekly testing and compliance measures for all students, faculty, and staff to ensure the health and well-being of the campus community.

Chair, Women's Employee Network
University of Wyoming, Laramie, WY | 2020 – 2024
Lead the Women's Employee Network, fostering an inclusive environment for women at the university, and promoting professional development opportunities.

Co-Chair, Data Governance Committee
University of Wyoming, Laramie, WY | 2018 – Present
Co-leading the Data Governance Committee to develop and implement data management policies and practices ensuring data integrity and compliance across the university.

UW Representative, Oracle Higher Education Strategy Council
Oracle, 2016 – Present
Representing the University of Wyoming in Oracle's Higher Education Strategy Council,
collaborating with peers to shape the future of technology solutions in higher education.

Program Director, WyoCloud Implementation
University of Wyoming, Laramie, WY | 2016 – 2019
Directed and led the successful implementation of the $30M WyoCloud modernization
project, a comprehensive Cloud ERP/HCM/Budgeting/BI solution, improving the
university's administrative operations.

IT Lead, Athletic Venue Wireless and DAS Implementation
University of Wyoming | 2018 – 2019
Directed and led the contract negotiation, planning and implementation of the large venue
wireless and DAS solution for all UW athletic facilities, which has enhanced the fan
experience and allowed athletics to keep pace with technology advancements to further
engage with fans before, during and after the events.

UW Representative, Statewide Learning Management System
State of Wyoming | 2017 – 2018
Represented the university in the statewide initiative to develop and implement a Learning
Management System (LMS) for all higher education institutions within Wyoming to enhance
the educational tools and experience for all students.

IT Lead, Learning Management Steering Committee
University of Wyoming, Laramie, WY | 2014 – 2017
Provided IT leadership on the Learning Management Steering Committee to drive the
adoption and integration of educational technologies across campus.

Co-Chair, UW Strategic Planning Listening Sessions for IT
University of Wyoming, Laramie, WY | 2016 – 2017
Co-chaired the strategic planning listening sessions for IT, gathering input and insights from
faculty, staff, and students to inform the university's IT direction.

UW Representative, Statewide Longitudinal Data System
State of Wyoming | 2012 – 2015
Represented the University of Wyoming in the development and implementation of the
Statewide Longitudinal Data System, improving the state's capacity for data-driven decision-
making in education.

HONORS AND AWARDS

UW Information Technology Excellence in Leadership   2011 and 2016

Nominated for the Wyoming Women of Influence Award in Education   2016

UW Student Affairs Unsung Hero Award   2014 and 2016

SPEAKING ENGAGEMENTS

Conference Panelist, "Integrations" HEUG Cloud Symposium, 2019.

Conference Panelist, "Cloud Implementation Strategy" Educause, 2019.

Conference Panelist, "The Modern Tech Leader Playbook" Wyoming Digital Government Summit, 2023.

Conference Panelist, "From Paper to Pixels: Facilitating Smooth Tech Transition in Higher Education", Educause, 2024.

PROFESSIONAL DEVELOPMENT

Educause Executive Leaders Academy
Educause, September 2024 – Present

Leadership Program
Academic Management Institute, 2019-2020

Educause Management Program
Educause, 2018

Leadership Academy
University of Wyoming, Laramie, WY, 2011

PROFESSIONAL AFFILIATIONS

Educause, (2011-Present)

HEUG (2007 – Present)
Higher Education User Group (Oracle)

Insight 100 (1998 – 2007)
Meridian SL100 Systems User Group

ACUTA (1998 – 2007)
The Association of Telecommunications Professionals in Higher Education

CIPTUG (1998 – 2007)
Cisco IP Telephony User Group

COMMUNITY SERVICE

Uniwyo Credit Union
Board Member, Laramie, WY (2011 – Present)
- Served as the Vice Chairman (2013-2019, 2022-2024)
- Served as Chairman (2019-2021)

Laramie Legion Baseball, Post 14
Board Member, Laramie, WY (2020 – 2024)

Laramie Youth Baseball
Board Member, Laramie, WY (2012-2017)
- Served as Chairman (2014-2017)

Pi Beta Phi Alumni Advisory Committee
Committee Member, Laramie, WY (2002-2006)

REFERENCES

References available upon request