

FELIPE R. ROJAS, MBA

Senior IT Consultant & Infrastructure Architect

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PROFESSIONAL SUMMARY

Technology executive with 44+ years designing and implementing enterprise IT infrastructure across healthcare, finance, manufacturing, and energy sectors. Proven track record leading digital transformation initiatives from mainframe automation (1981) to modern virtualization platforms. Founded TRCPro in 2015 to deliver enterprise-grade solutions to SMBs through innovative "Mobile Solutions Lab" concept. Expert in infrastructure virtualization, network security, HIPAA compliance, and turnkey technology deployment.

Core Expertise: XCP-ng/VMware Virtualization • pfSense/Network Security • Healthcare IT (HIPAA) • Disaster Recovery • Remote Support Infrastructure • QR-Based Inventory Systems • Biometric Authentication • Bilingual Operations (EN/ES)

PROFESSIONAL EXPERIENCE

Technical Resource Center LLC (TRCPro) | Lake Placid, FL

Founder & Chief Technology Officer | 2015 – Present

- Pioneered "Mobile Solutions Lab" fully-equipped technology delivering on-site implementation, emergency response, and zero-downtime migrations to Florida SMBs
- Architect enterprise-grade virtualization solutions using XCP-ng and VMware for healthcare, legal, accounting, and retail clients
- Design and deploy HIPAA-compliant infrastructure for medical practices with secure remote access and biometric authentication
- Implement innovative QR-based inventory and catalog systems for retail and real estate clients
- Maintain 100% client retention through proactive monitoring, 24/7 remote support, and strategic IT roadmap development

AdventHealth Hospital | Highland County, FL

IT Support Specialist | Nov 2022 – Dec 2022

- Led intensive 2-month EPIC system deployment across all AdventHealth facilities in Highland County
- Coordinated hardware provisioning, staff training, and migration planning for enterprise EHR rollout

- Ensured zero-downtime transition to unified medical records system across multiple care facilities

Royal Palm Orthopedics | Lake Wales, FL

IT Infrastructure Consultant | 2018 – 2025

- Manage network infrastructure and medical records systems across 5 clinical locations (Lake Wales, Winter Haven, Lakeland, Sebring, Tampa)
- Maintain HIPAA-compliant patient database and custom medical forms integration
- Provide 24/7 remote support ensuring continuous access to critical patient information

First Presbyterian Church ARP | Lake Placid, FL

IT Manager | 2017 – 2022

- Designed and implemented multi-campus network infrastructure with optimized connectivity performance
- Managed server, desktop, and security infrastructure supporting worship, education, and administrative operations
- Delivered remote support and preventive maintenance ensuring operational continuity

Servicios Servimagico, C.A. | Caracas, Venezuela

Owner & General Manager | 2001 – 2015

- Founded and operated international IT consultancy serving clients across Latin America, Europe, and Asia
- Managed technical infrastructure for remote consulting teams
- Developed comprehensive help desk documentation and knowledge base systems

Ernst & Young / Network Consulting Group | Caracas, Venezuela

IT Infrastructure Manager | 1998 – 2001

- Led technical support operations for SAP implementation consultants across Latin America
- Managed infrastructure maintenance, hardware/software systems, and training programs
- Participated in large-scale enterprise upgrades and installations

Sony de Venezuela | Caracas, Venezuela

National Technical Services Manager | 1986 – 1987

- Directed nationwide technical operations for Sony Corporation Venezuela
- Managed service quality standards across all authorized retailers
- Implemented warranty control systems for domestically-assembled products

CADAFE [Corpoelec] | Caracas, Venezuela

Systems Engineer | 1981 – 1985

- Automated electrical consumption control systems for Venezuela's national electric company
 - Led mainframe migration and technology platform implementation
 - Optimized infrastructure for critical utility operations
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EDUCATION

Bachelor of Science, Computer Science (Minor: Business Administration)
Ohio University, Athens, OH | Graduated: June 1981

TECHNICAL PROFICIENCIES

Virtualization: XCP-ng, VMware ESXi/vSphere (5.x - 7.x), Xen Orchestra
Operating Systems: Windows Server (2003-2022), Linux (Ubuntu, Debian), macOS
Network Security: pfSense, ClearOS, VPN (OpenVPN, IPSec), Firewall Management
Remote Support: MeshCentral, Atera, Windows Remote Desktop, SSH
Cloud Services: AWS, Azure, Google Workspace, Email/Web Hosting Management
Compliance: HIPAA, Data Protection, Disaster Recovery Planning
Business Tools: Microsoft 365, Teams, Visio, Project, QuickBooks, Adobe Creative Suite
Emerging Tech: QR-Based Systems, Biometric Authentication, IoT Device Management

LANGUAGES & CITIZENSHIP

Languages: English (Fluent), Spanish (Native)
Citizenship: United States (Naturalized July 2022)

PROFESSIONAL PHILOSOPHY

"Technology should enable business growth, not constrain it. After decades implementing enterprise solutions for Many International Companies, I founded TRCPro to bring that same sophistication to small businesses—delivered with personal service and practical business acumen."

References and detailed project portfolio available upon request