RODEL OIGA, PMP, CSM

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PROFESSIONAL SUMMARY

Pragmatic Technology Program Manager and IT Operations Lead with 15+ years running infrastructure, AV systems, and multi-stakeholder programs at academic and creative institutions. Pairs PMP/CSM discipline with hands-on technical depth across vendor management, capital installations, and budgets to $100K.

CORE COMPETENCIES

- **Program & Project Management:** Agile / Scrum, Hybrid Delivery, Waterfall, PMP Frameworks, Project Scheduling, Resource Allocation, Risk Mitigation
- **Operations & Stakeholder Leadership:** Cross-Functional Alignment, Stakeholder Engagement, Vendor SLA Negotiations, Capital Budgeting ($100K), End-User Training
- **Workflow & Process Modernization:** AI Agent Orchestration, Gated AI-Assisted Delivery (specification, build, independent review, deployment verification), Agent Skill Authoring (SKILL.md), Process Diagnostics, Digital Accessibility (WCAG), Change Management
- **Systems Administered:** Jamf Pro, macOS/iOS, Windows Server, Ubiquiti, Extron, Blackmagic, Adobe Creative Cloud, Zoom/Teams Infrastructure
- **Program & Project Tools:** Asana, Jira, Notion, Airtable, Figma (working use)

PROFESSIONAL EXPERIENCE

Principal

Ledor Labs (fractional technology program leadership), New York, NY | 2024 - Present

- Founded independent fractional technology program leadership practice; substantive project work includes designing a project-management application and directing its build.
- Authored and published two open agent skills on GitHub (October 2026): verification-loop, a build-time self-verification loop for AI-assisted delivery, and preflight, a consolidated pre-ship gate report.
- Running solo Agile/Scrum delivery: roadmap planning, backlog management, and iterative prototypes.

Senior Systems Administrator / Creative Technologist

School of Visual Arts (MFA Interaction Design), New York, NY | 2018 - 2024

- Directed end-to-end IT, AV, and facility technology operations for an interdisciplinary graduate department supporting faculty, staff, and multi-cohort operations.
- Managed a $100K annual technology and hardware budget through competitive vendor sourcing, contract negotiation, and asset lifecycle tracking, including acquisition of a Bambu Lab X1 Carbon 3D printer.
- Led cross-functional capital projects, including a hybrid smart classroom and multi-channel streaming space, managing commercial integration partners (Spectra Audio Design Group) and infrastructure cabling vendors (Backhaul) alongside campus facilities and central IT.
- Advised graduate students on creative technology including AR/XR, robotics, and experimental media for studio and thesis projects; ran hands-on workshops helping non-technical staff, students, and instructors get comfortable with new tools.
- Led department-wide digital accessibility initiatives, partnering with web and administrative teams to achieve WCAG compliance across platforms and instructional media.
- Directed the MFA IXD website program: rescued a down site on day one, shipped two platform migrations, replaced a failing vendor, and set the accessibility direction for a ground-up rebrand with Design Systems International.

Senior Systems Administrator

School of Visual Arts (BFA Photography and Video), New York, NY | 2013 - 2018

- Delivered operational and technical leadership for academic technology spaces supporting 500+ active users.
- Authored and advanced capital project proposals, including a 3D rapid prototyping lab, audio recording room, and production studio, coordinating feasibility with facilities and executive leadership.
- Managed commercial integration and infrastructure vendors, including Spectra Audio Design Group and Backhaul, for physical facility build-outs, audio studio deployments, and network upgrades to maintain high system availability.

PrintFX/FabLab Coordinator

Fashion Institute of Technology (FIT Library), New York, NY | 2006 - 2013

- Ran day-to-day operations of a full-service digital service bureau serving the school's staff, faculty, and students.
- Grew annual service revenue about 5x, from $30K to $160K, by driving demand through instructor-required lab use and at-cost pricing while expanding throughput with digitized ordering workflows.
- Pitched 3D printing and laser cutting as emerging technology to leadership; built the FabLab rapid-prototyping shop by pooling departmental budgets for shared equipment (Universal Laser Systems laser cutters; Stratasys and Formlabs 3D printers); negotiated vendor pricing on ink and supplies.
- Redesigned customer order forms through iterative student testing, standardizing staff training and improving completion rates.

EDUCATION

B.S.B.A., Business Administration & Management Information Systems - University of Central Florida, Orlando, FL

CERTIFICATIONS

- Project Management Professional (PMP) - Project Management Institute (PMI)
- Certified ScrumMaster (CSM) - Scrum Alliance
- AI for Scrum Masters Microcredential - Scrum Alliance