

ROB VALENTI

🏠 Fort Lauderdale, FL 📞 786-252-9878 ✉️ robvalenti@hotmail.com

SUMMARY

Results-driven technology leader with 20+ years of experience with a strong IT service foundation, advancing into enterprise software consulting, implementation management, and cross-functional leadership. Proven expertise in delivering complex SaaS, RMM, and ITSM implementations, driving client success through onboarding, workflow optimization, and process automation. I have most recently expanded into AV and event technology leadership—overseeing multimillion-dollar hospitality event operations while managing logistics, hotel partnerships, high-profile corporate clients, and staff, all while performing at consistently high regional levels.

CORE COMPETENCIES

TEAM LEADERSHIP AND TALENT DEVELOPMENT | CROSS-FUNCTIONAL COLLABORATION | SOFTWARE CONSULTING AND SUPPORT | CLIENT AND VENDOR RELATIONSHIPS | OPERATIONAL STRATEGY & FORECASTING | CHANGE MANAGEMENT & ADAPTABILITY | AV AND EVENT TECHNOLOGY OPERATIONS (HILTON, MARRIOTT) | SALES COLLABORATION AND REVENUE GROWTH

PROFESSIONAL EXPERIENCE

Encore Global

Director, Event Technology II

Dania Beach, FL • Aug 2022 – Present

- Oversee AV, internet and power distribution operations and support for two major hotel properties of mostly high-profile corporate events and professional sports team support (NHL, NFL, NCAA, MLS)
- Lead and mentor a multi-layered team of supervisors, leads, and AV technicians to ensure flawless execution.
- Manage a \$2M+ revenue pipeline, driving performance through forecasting, EBITDA control and cost optimization
- Align AV technology solutions with client needs, fostering repeat business and exceeding satisfaction benchmarks.
- Serve as the primary liaison for sales and hotel operations, blending AV technology with event planning to drive engagement and profitability.

SSD Technology Partners (Sourcepass)

Contracted Systems Administrator II

Fort Lauderdale, FL (Remote) • Feb 2022 – Aug 2022

- Implemented and optimized Datto RMM to enhance system monitoring, alerting, and incident response.
- Developed automation workflows that increased uptime and reduced manual troubleshooting.
- Integrated Autotask PSA to improve support ticket flow and reporting accuracy.
- Supported internal teams with streamlined IT service management processes.

Connections for Business

Help Desk Manager

Hollywood, FL • May 2021 – Feb 2022

- Revamped help desk operations to improve response time, resolution quality, and escalation management through real-time KPI tracking
- Designed a performance-based incentive program tied to service excellence and CSAT results
- Cultivated a team culture focused on accountability, responsiveness, and continual improvement.
- Established documentation and workflow improvements to support scaling service needs.

iPower Technologies (TGI Office Automation)

Director of Technical Operations

Boca Raton, FL • Jun 2020 – May 2021

- Managed service delivery for 4,500+ endpoints, focusing on proactive maintenance and automation.
- Standardized documentation and internal workflows for more efficient troubleshooting and onboarding.

- Partnered with cross-functional teams to ensure alignment between client needs and technical delivery.
- Administered and supported the ConnectWise business suite and contributed to internal operational support

Independent RMM & Automation Consultant

Remote • Mar 2019 – May 2020

- Provided contract consulting services to TierPoint, ProVal Consulting, and FocusPlanIT, focusing on RMM and automation platform strategy.
- Delivered successful onboarding, optimization, and integration projects tailored to diverse MSP environments.
- Conducted detailed system audits and implemented best practices to reduce response times and manual effort.
- Collaborated with internal teams to align solutions with business goals and drive operational efficiency.

Stack Advisors

Senior RMM Consultant

Tampa, FL (Remote) • Sep 2017 – Feb 2019

- Delivered RMM integration and automation consulting for MSP clients using Kaseya and ConnectWise.
- Led client onboarding and optimization projects, resulting in improved SLAs and system stability.
- Collaborated with product and development teams to refine technical delivery and resolve custom plugin integration issues.
- Advised MSPs on scripting and automation strategies that improved operational efficiency.

ConnectWise

Team Lead, ConnectWise Automate Implementations

Tampa, FL • Feb 2014 – Aug 2017

- Promoted swiftly from senior support role to consulting leadership based on technical performance and project impact.
- Led a team of consultants responsible for implementation delivery with strong leadership support and collaboration.
- Created and spearheaded virtual training offerings, collaborated documentation, and advised on client onboarding tools.
- Supported solution adoption through direct client consulting and feedback

Kaseya

Senior Professional Services Consultant

Arlington, VA • May 2007 – Oct 2013

- Rapidly advanced from support engineer to lead consultant by delivering consistent, high-quality implementation outcomes.
- Spearheaded RMM software implementations for enterprise clients, focusing on service automation.
- Consulted on best practices for the entirety of the product suite, specializing in 3rd party integrations, patching, alerting, and custom client scripting and automation solutions.
- Developed early-stage NOC and professional services documentation and delivery standards.

EDUCATION

Bachelor of Science in Technical Management – DeVry University

Associate in Arts – Miami-Dade Community College

CERTIFICATIONS

MCP, MTA: Windows OS Fundamentals

CompTIA Network+ & A+

Kaseya Certified Administrator

ConnectWise Automate (LabTech) Certified Professional/Expert

ConnectWise Manage Desktop Engineer

Datto Certified Practitioner (RMM, Autotask PSA)

Datto Certified Deployment Specialist (RMM)