



# ROD ZARRA

## CIO / DIRECTOR OF INFORMATION TECHNOLOGY

Driving enterprise IT transformation, scalable infrastructure, and high-performance teams for Fortune 500 and growth organizations

Proven technology leader with 15+ years' experience modernizing IT infrastructure, optimizing operations, and leading large cross-functional teams. Known for turning underperforming IT units into high-impact assets through strategic planning, cultural transformation, and process automation. Career includes leadership roles at Amazon, Edge Fitness, and Michaels Jewelers, plus a decorated early career in the US Navy.

## Career Highlights

(2021–Present)

### Amazon (Hartford, CT) IT Manager

- Directed IT operations for **5 locations**, including **1 Amazon Robotics Fulfillment Center, plus Sortation and delivery stations**, with 16 engineers; oversaw launch of a 2.5M sq ft facility.
- Reduced ticket backlog 42% YoY despite +17% demand and lower headcount.
- Tiger Team Leader**; led 9 network infrastructure migrations in 24-hour shutdown windows.
- Built positive IT culture recognized by Operations leadership; created onboarding program adopted company-wide.

(2017–2021)

### Edge Fitness (Orange, CT) Director of IT

- Cut IT operating costs 70% by standardizing systems across 21 locations in 9 states.
- Delivered 100% on-time, on-budget projects over 4 years, improving scalability for rapid growth.
- Introduced IoT solutions and vendor partnerships to support multi-state expansion.

(2010–2017)

### Michaels Jewelers (Waterbury, CT) Director of IT

- Improved uptime from 60% to 99.999% by virtualizing 85% of the data center.
- Migrated POS system to scalable SQL-based platform, supporting increased transaction volume.
- Created mobile training centers, boosting store training performance 40%.

## Education & Certifications

### BS, Information Technology — American Intercontinental University

- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Trainer (MCT)
- CompTIA A+, Network+, Server+
- Fiber Optics Technician – ETA Certified
- Lightspeed Systems Support Engineer

860-964-9719

RodZarra@gmail.com

Killingworth, CT

[www.linkedin.com/in/rodney-zarra-560b432](https://www.linkedin.com/in/rodney-zarra-560b432)

## Signature Strengths

- Enterprise IT Strategy | Governance Compliance
- Cloud Modernization (VMware, Hyper-V, AWS)
- AI, IoT, and Automation Integration
- Large-Scale IT Operations & Budget Optimization
- Building & Scaling High-Performance Teams

## Early Career

- VMware ESX Integration Analyst (Contract, Pfizer) — Groton, CT (2010)
- Senior Systems Engineer (Cooperative Systems) — Hartford, CT (2008–2010)
- US Navy – Fire Control Technician, Petty Officer Third Class