

Memorandum

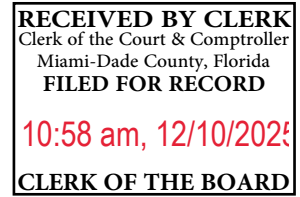


Date: December 10, 2025

To: Honorable Chairman Anthony Rodriguez
and Members, Board of County Commissioners

From: Daniella Levine Cava
Mayor *Daniella Levine Cava*

Subject: Mayoral Appointment - Communications, Information and Technology Department
Director



Pursuant to the authority vested in me under Section 2.02(C) of the Miami-Dade County Home Rule Charter, I hereby appoint Jorge Olazabal as Director of the Communication, Information & Technology Department (CITD), effective December 15, 2025.

Mr. Olazabal is a seasoned senior-level professional with extensive experience delivering innovative business and technology solutions across both large-scale enterprises and high-growth organizations. He has a proven record of identifying opportunities, driving innovation, and leading cross-functional teams from concept through successful implementation. In his most recent role with the County as Assistant Director of CITD, Mr. Olazabal was responsible for the County's infrastructure and platform areas. Prior to joining the County, he served in managerial and leadership roles in the private sector, further strengthening his breadth of experience. Mr. Olazabal is also a strong communicator, well-recognized for his ability to bridge complex technological concepts with business needs and clearly articulate solutions in layman's terms. His ability to communicate effectively is critical as he works with and develops relationships with both internal and external partners. Mr. Olazabal holds a Master of Business Administration from Babson College, as well as a baccalaureate degree in Electrical Engineering from the University of Miami. A copy of his resume is attached.

Additionally, I want to recognize the extraordinary commitment and remarkable leadership of Dr. Carladenise Edwards, Chief Administrative Officer, for serving concurrently as the Interim Director of CITD and Acting Director of the People and Internal Operations Department, in addition to managing a very complex portfolio which includes the Internal Compliance Department, Office of Management and Budget, and the Strategic Procurement Department.

Please join me in congratulating Mr. Olazabal on this well-deserved appointment and thanking Dr. Edwards for her efforts and dedication to Miami-Dade County.

Attachment

c: Geri Bonzon-Keenan, County Attorney
Gerald Sanchez, First Assistant County Attorney
Jess McCarty, Executive Assistant County Attorney
Office of the Mayor Senior Staff
Department Directors
Yinka Majekodunmi, Commission Auditor
Basia Pruna, Director, Clerk of the Board

Jorge L. Olazabal

<https://www.linkedin.com/in/jorgeolazabal>

Jorge is a senior level professional with extensive experience delivering innovative business and technology solutions for established large-scale enterprises and innovative high-growth companies. Jorge's strategic leadership skills have helped him build partnerships, deliver on goals, and collaborate effectively with all types of stakeholders. He has a proven track record of building opportunities, and leading distributed and cross functional teams from innovation to implementation. Jorge has an MBA and a bachelor's degree in Computer Engineering.

SKILLS

- Senior Leadership
- IT Infrastructure
- Asset & Data Mgmt.
- Cloud and AI
- Digital Transformation
- SQL-Data Management
- Strategic Planning
- Enterprise IT Strategy
- Product Lifecycle (PDLC, SDLC)
- Enterprise Client-Server
- Agile (Scrum & Kanban)
- Innovation & Design Thinking
- Vendor Management
- Project & Product Mgmt.
- Business Operations Analysis
- Internet Development
- Mobile Technology
- Consulting & Engineering

EXPERIENCE

MIAMI-DADE COUNTY INFORMATION TECHNOLOGY DEPARTMENT, MIAMI, FL

ASSISTANT DIRECTOR INFRASTRUCTURE PLATFORMS

FEB 2024 – Present

Direct the four core infrastructure and platforms areas of ITD, reporting directly to the Director and CIO: Enterprise Data Center, Network and Transport, Radio Communications, and Data Mgmt. Drove strategic budgeting and program deployment while cultivating key relationships with internal and external stakeholders.

- Modernized county-wide Contact Centers via cloud-based solution with AI capabilities.
- Delivered a three-phased strategy to replace legacy communications infrastructure - first phase complete.
- Embarked on first phase of county-wide secure communications at the edge.
- Created a culture of accountability, transparency, and collaboration across the platform.

DIVISION DIRECTOR

NOV 2021 – JAN 2024

Directed the Transportation and Customer Experience Solutions information technology teams supporting several of the County's diverse business units: Department of Transportation and Public Works (DTPW), Seaport, and Communications and Customer Experience Department (CCED). Modernization of multiple systems:

- CCED – customer communications strategy, miamidade.gov, and 311 Direct Mobile app. Initiate implementation of new Customer Relationship Management system driven by Salesforce solution.
- DTPW – server and SCADA infrastructure, PW permitting, fare collection, bus operations, and ATMS.
- Seaport – PortMiami mobile application, US Customs Verification system, digital signage, PowerBI dashboard reporting, and Wi-Fi communications for parking garage revenue income.

SR MANAGER APPLICATION DEVELOPMENT

SEP 2018 – Oct 2021

RYDER SYSTEM, INC., MIAMI, FL

Recipient of 2020 Leadership Award at Ryder

Responsible for a portfolio of customer facing web and mobile applications for Ryder's largest division - Fleet Management Solutions (FMS). Oversee product development, financial management, and delivery through a hybrid cloud computing environment (on-premises VMWare and cloud Microsoft Azure).

- Partnered with traditional and digital marketing stakeholders to deliver new value-add functionality and maintenance of 6 corporate websites along with their mobile counterparts.
- Delivered intranet data services to all internal departments; over 500 applications, multiple intranet servers, upgrading infrastructure services and security, and delivering credit card processing.

TECH PRODUCT MANAGEMENT AND DEVELOPMENT**MAR 2017 – AUG 2018, JAN – JUN 2015****JMOD GROUP, MIAMI, FL**

Develop customer opportunities, manage contracts and team of SMEs (internal and external vendors). Apply the understanding of process improvement and project services; serve as customer liaison; incorporating digital technology to transform the business; evolving how they operate and deliver value to their customers.

- Business management: Operations, strategy, ERP, Sales, CRM, and Accounting & Inventory.
- Digital / Technical: Project analysis and scope definition, IT, mobile, Fintech, website, and ecommerce.

SOFTWARE AND PRODUCT MANAGEMENT**JUL 2015 – MAR 2017****123 PATIENT PORTAL, MIAMI, FL**

Directed the startup company's ecommerce product and technology strategy to achieve its business roadmap. Developed a web SaaS platform to interface with the enterprise office management system; applying digital transformation and Fintech innovation. Managed internal & remote team of developers, designers, and vendors.

- Relaunched system via agile cycles with ecommerce and financial processing to meet the new strategy.
- Directed the IT infrastructure - system platform, tools, cloud based asset mgmt., HIPAA, and AWS.

SW PROJECT MANAGER / SR BUSINESS ANALYST AND BUSINESS DEVELOPMENT**MAR 2012 – OCT 2014****BECKMAN COULTER (DANAHER COMPANY), MIAMI, FL**

Engaged in the business and product development of the Life Science division. Managed vendors and development team (internal and offshore) for the creation of a fully automated blood analyzer.

- Conducted project phase reviews for the executive teams, plus the technical and cross functional teams.
- Earned two Best in Biz Awards 2015 after product launch in international markets and completion of regulatory compliance. Completed initial regulatory compliance for release into US markets.
- Conducted strategic analysis of companies, markets and industries; nurtured relationships for potential strategic acquisitions or investments – led to two potential acquisitions.

DIRECTOR PROGRAM MANAGEMENT**DEC 2009 – MAR 2012****BLUE OCEAN BIOMEDICAL (ACQUIRED BY BECKMAN COULTER IN MARCH 2012), PEMBROKE PINES, FL**

Engaged in the product development and strategic management of the first fully automated analyzer (Windows client-server architecture with enterprise and mobile interfacing).

- Incorporated *razor-blade business model* utilizing encrypted barcodes and active tracking of reagents.
- Program management - oversaw a cross functional management team.
- SW project management – managed vendors and SW team (internal and remote) through the SDLC.

ENGINEERING DIRECTOR, PRODUCT DEVELOPMENT CONSULTANT, SR SW ENGINEER**JUNE 1989 - DEC 2009****CALYPSO WIRELESS, F.A.S.T. INC., BECKMAN COULTER, AND MOTOROLA (Summary)**

- Led enterprise IT teams – business analysis, project scoping, architecture, and UI prototyping.
- Directed the engineering efforts for a telecom company. Managed onsite and remote teams; negotiated and managed vendor contracts to stay within budget. (C++, C#, .Net, API, Threading)

EDUCATION**MASTER OF BUSINESS ADMINISTRATION (MBA 2009) - BABSON COLLEGE - BOSTON, MA****BS ELECTRICAL ENGINEERING WITH COMPUTER ENGINEERING (BScPE) - UNIVERSITY OF MIAMI - MIAMI, FL**

Certified Scrum Master (CSM), 2 USA Patents Issued, 1 Patent Recognition Award

Languages - Fluent in English and Spanish