

**Texas Tech University System  
Communication Services  
Organizational Chart  
September 1, 2023**

**Keith Halman**  
Associate Vice Chancellor, CIO

**Jimmy Holland**  
Managing Director

**Eddie Morales**  
Enterprise IT Project Manager  
*Project Management & ITIL Policy*

**Carlos Casarez**  
Assistant Managing Director  
*Service Delivery*

**Richard Pickens**  
Assistant Managing Director  
*System Development & Support*

**Teresa Woodruff**  
Business Manager  
*Business Operations*

**Rhonda Cypert**  
Unit Manager  
*Customer Relationship Management (CRM)*

**Casey Jones**  
Enterprise IT Consultant I  
*Service Desk*

**Mark Wright**  
Enterprise System Analyst III  
*El Paso Campus*

**Sandra Bagwell**  
Lead Analyst

**Dru Franco**  
Sr. Analyst

**Cynthia Young**  
Specialist IV

**Karen Carrasco**  
IT Support Specialist II

**JR Correa**  
IT Support Senior Technician  
Tier II

**Laura Cantu**  
IT Support Specialist II  
Tier I

**Mike Smith**  
Technician III  
Tier II

**Michelle Lane**  
IT Support Specialist II  
Tier I

**Saul Sosa**  
Enterprise System Analyst II  
Tier III

**Maria Vega-Colin**  
Enterprise System Analyst I  
Tier III

**Danelle Ramirez**  
Enterprise System Analyst II  
Tier III

**Manny Ferrer-Labron**  
Enterprise System Analyst II  
Tier III

**Steven Pilger**  
Enterprise System Analyst I  
Tier III

Service Delivery

CRM

