

ADONIS D. MADERA, PMP®, DASM®

917.860.5570

adonisdmadera@gmail.com

HIGHLIGHTS:

- Experienced, Certified Project Management Professional (PMP) and Certified Disciplined Agile Scrum Master (DASM), with AWS Cloud Practitioner Certification in Process
- Proven Track Record for Managing Teams Toward Effectively Delivering Upon Project Scope within Defined Milestones and Budget
- Excellent Communicator, Seamless Management of Cross-Functional Teams and Third-Party Vendors Towards Key Milestones
- Data Analysis to Enhance Short-term and Long-term Efficiency of Business Operations

SKILLS:

- Over 5 Years' Experience in Project Management, Reporting to Senior Leadership Roles including C-Suite and Boards of Directors
- 7 Years' Experience Overseeing Contractors and Third-Party Vendors Towards Timely and Successful Project Completion
- Management of Quality, Risk, Scope, Budget, Cross-Functional Teams, Third-Party Vendors, Labor Unions, Inter and Intradepartmental Communications
- Benefit Analysis, Project Assessment and Planning, Quality Assurance, Vendor Procurement, Forecasting, Operational and Legal Compliance, Growing and Managing Teams, Strategic Planning
- Event Production, Marketing, Guest Experience, Graphic Design, Spanish Fluency

TOOLS: Jira, Basecamp, Asana, Trello, Monday.com, Microsoft Project, HTML, CSS, JavaScript, Python, Salesforce (SFDC), Metasolv, Q-Manager, and, Building Management Systems, Manage Calendars, Building Engines Property Management Ticketing Software, Yardi Accounting Property Management Platform, UltraSoft BIS Billing System for Business Centers, Home Base Scheduling and Payroll Software, Adobe Photoshop, Adobe Illustrator

ACCOMPLISHMENTS

- Project Managed the full renovation of satellite health clinic, making sure it is up to Federal Clinical Standards and up to NYC building code regulations.
- Successfully project managed the grand opening of Times Square based "The National Geographic Encounter: Ocean Odyssey" ahead of deadline and within budget.
- Launched National Geographic art gallery, in collaboration with National Geographic Magazine, AKA Marketing Agency and Nicholas & Lence Communications (PR).
- Successfully planned and executed corporate events for BOSE Commercial Products, Twin America Group Tours, HighTech Fashion MODA, NY City and State Quarterly Conferences.

EDUCATION & CERTIFICATIONS

- Certified Project Management Professional, PMP
- Certified Disciplined Agile Scrum Master, DASM
- AWS Cloud Practitioner Certification (In Process)
- Public Notary
- Long Island University, Psychology

EMPLOYMENT HISTORY

Settlement Health Medical Services

Operations Manager, May 2021 - Present

- Deployed capital improvement projects that fortified and extended the life of the facility for the next 20 years ahead of expected deadline.
- Continuously improved upon building infrastructure by incorporating modernization processes and preventive maintenance.
- Project Managed the full renovation of satellite health clinic, making sure it is up to Federal Clinical Standards and up to NYC building code regulations.
- Developed timely preventive maintenance schedules to ensure various equipment is maintained such as HVAC units, Fire Life and Safety, Fire Alarms, plumbing equipment to ensure the Health Care Center is in optimal working order.

National Geographic Encounter

Director of Operations, Times Square NY, April 2017 – September 2020

- Promoted to Director of Operations, due to exemplary performance and consistent optimization of operations and guest experience, with simultaneous reduction of costs.
- Reduced costs by \$230,000 annually through the hiring, training, and on-going development of in-house staff for, Maintenance, Cleaning, and Security functions.
- Supervised the maintenance staff and vendors that support employees and guests. Developed and led all aspects of preventative maintenance vendors, implemented procedures and policies.

SL Green Realty / Emerge212

Community Manager, New York, NY – February 2015 to March 2017

- Managed FOH operations across a multilevel business complex, totaling 30,000 sq ft with over 200 clients.
- Partnered closely and practiced active listening with management and clients for the business center's day to day operations such as: client communications, billing of client accounts, vendor invoice processing, move-in and move-out preparation, overall center upkeep for over 200 tenants and 60 companies, while always ensuring the facility operated smoothly and all relevant stakeholders were given the utmost care and attention.
- Collaborated directly with building facilities management regarding property maintenance and staffing to ensure the business center ran optimally and created a highly hospitable environment for guests.

Quality Building Services / The Shops at Columbus Circle

Ambassador of Hospitality / Concierge / Guest Services, New York, NY – May 2014 to February 2015

- Created solutions for guests while practicing actively listening to their needs thus creating repeat business.
- Surveyed the property on a nightly basis to examine property for damage.
- Provided superior guest and concierge services to ensure happy and delighted customers.

Sol De Luna USA / Gourmet Foods Company

Founder & Sales Manager New York, NY – July 2012 to May 2014

- Coached and developed a team of sales associates for consistency in achievement of revenue goals.
- Manage all operational aspects of business across the organization to ensure customer satisfaction.

T-Mobile

Store Owner & Operations Manager New York, NY – January 2007 to June 2012

- Created, sold, and closed service contracts to achieve bottom-line results on a consistent basis.

Citi-Habitats - Real Estate Services

Business Development New York, NY – January 2005 to January 2006

- Generated consistent revenue growth month over month through business development via rental and sales.