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Experience

2011–Present **JP Morgan Chase Bank** **Santiago, Chile**

Technology Project Manager – GTI Latin America

- Manage GTI Technology Projects for JPMC in Latin America and Canada; some examples of project that have completed or are currently ongoing:
- Move JP Morgan Chile Office to new building
- Move JP Morgan Contingency site to new location
- Build new Citrix Farm in Brazil
- Install Security Software in Argentina

2010–2012 **JP Morgan Chase Bank** **Santiago, Chile**

Technology Project Manager

- Responsible for managing Infrastructure projects ensuring project delivery meets on time, on budget, in scope and within quality constraints.
- Responsible for project execution, status reporting, interaction with and managing project stakeholder relationships.
- Support the process of forecasting, procuring and building infrastructure to support project requirements.
- Develop project funding estimates, project schedule and execution approach.
- Responsible for Project Requirements gathering and the Architectural Design process
- Responsible for overseeing document creation process to address the needs of the project.
- Procuring Infrastructure
- Overseeing server/database/web build process
- Ensure proper forecasting of rack space, storage, network connections and backup requests
- Manage remote teams across all bank regions in the US, Europe, Asia and Latin America

2009–2010 **JP Morgan Chase Bank** **Houston, Texas**

Information Security – Team Manager

- Responsible for deploying security products to all Unix servers across the firm world wide.
- Responsible for the hiring and training of new Houston team.
- Responsible for managing ticket queues for the team and for the resolution of the issues within the pre-established service level agreements.
- Responsible for forecasting for the group and for reporting to management

2004–2009 **Citigroup Inc** New Castle, Delaware
Information Security – Audit and Compliance Change Reconciliation Specialist

- Assured that all changes made to any Production Firewalls and Unix servers globally followed strict Audit, Compliance and Change Control requirements and guidelines
- Responsible for Australia, Japan, Asia and Mexico regions

2000-2004 **Citigroup Inc** New Castle, Delaware
Information Security – Unix Security Deployment Project Manager

- Responsible for Global deployment of Unix Security solutions
- Responsible for securing over 3,000 Unix servers worldwide
- Managed large scale projects for India, Argentina and Mexico
- 2nd level Engineering support for Unix security products such as Keon, PPAK and e-trust
- Provided 24/7 third level operational support

1995-2000 **Citibank** New Castle, Delaware
Automated Transmission Services Specialist

- Implemented and supported over 1,000 electronic payment transmission links between Citibank and many Fortune 500 clients
- Served as the technical liaison between Citibank Cash Management Services and client

1992-1995 **First USA Bank** Wilmington, Delaware
Customer Service Representative

- Provided phone support for incoming customer requests regarding account standing and credit/balance inquiries

Education

2005 **University of Delaware** Newark, Delaware

- Master of Business Administration.
 - International Business and Information Technology

1995 **University of Delaware** Newark, Delaware

- B.S. Computer and Information Science.
 - Math and Economics minor

Skills

Project Management, C, C++ programming languages, Microsoft suite.

Additional Skills

Fluent in Spanish and English

Additional Experience

2000-2004

Teaching Assistant Economics and Finance. University of Delaware

- Assisted professors with the teaching of labs, grading papers and providing study sessions for undergraduate students in the areas of Information Technology and Economics

1995-2000

Literacy Volunteers of America Smyrna, Delaware

- Taught basic English to migrant workers in the area
- Taught intermediate functional English classes to workers and their families
- Assisted with translations of documents from English to Spanish