

Thiago Mocarzel

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Certified Project Manager seeking a 100% remote position as a Technical Project Manager. A data-driven leader experienced in managing projects and collaborating with Software Engineers, Data Analysts, and outsourcing.

- EXPERIENCE -

Sauce & Spoon Restaurant, Elgin, TX – Project Manager

(08/2020) - (02/2022)

Project Type: IT & Business Project

- Implemented a digital menu and point-of-sale (POS) system that was guest-facing. This initiative took the form of a fully integrated tablet system located at each table to offer guests a seamless ordering experience, and at the same time, provide the restaurant with a more effective ticketing system.
- Coordinated internal resources and third parties/vendors for the flawless execution of multiple SaaS projects, ensuring that all projects are delivered on-time, within scope, and within budget.
- Assisted in the definition of project scope and objectives, involving all relevant internal stakeholders, and ensuring technical feasibility using tools like Microsoft Office Suite (Teams, Word, Excel, PowerPoint, Project, Visio).
- Developed comprehensive project plans to monitor and track project performance, specifically to analyze the successful completion of short and long-term goals, progress and ensure resource availability and allocation and perform risk management to minimize potential risks.
- Managed changes to the project scope, schedule, and costs using data analytics, and creating and maintaining comprehensive project documentation like developing spreadsheets, diagrams, and process maps to maintain alignment.
- Measured performance using appropriate project management tools and techniques and reported and escalated to management as needed.
- Managed the relationship with the client and relevant stakeholders, while establishing and maintaining relationships with third parties/vendors.
- Met with clients to take detailed orders and clarify specific project requirements to collaborate and achieve budgetary objectives and adjust project constraints based on financial analysis.
- Delegated project tasks based on junior staff members' individual strengths, skill sets, and experience levels.

Office Greens LLC, Prescott, AZ – Technical Project Manager

(04/2019) - (06/2020)

Project Type: IT & Business Project

- Lead a team challenged by a high VUCA (Volatility, Uncertainty, Complexity, and Ambiguity) parameters using the Agile approach and the Jira software to track product development. The project was able to address the high VUCA factors affecting the business.
- Planned all phases of the project lifecycle, from initiation to delivery, which involved breaking the project into tasks and subtasks, setting an appropriate schedule for the development of certain deliverables, defining milestones, and highlighting the project dependencies.

- Prepared the project and team for unforeseen events and unfortunate circumstances by making the project risk-proof, developing plan Bs, and following change management principles which kept the project out of significant trouble and achieve customer success.
- Delegated work effectively and directed the team to achieve project goals, negotiated employees' job responsibilities, managed their time and commitment to the project, reviewed contracts to make sure the team was moving along in accordance with the plan.
- Managed time resource by negotiating achievable deadlines and running a self-governing team, while maintaining team harmony and self-sufficiency while achieving customer success.
- Managed deliverables to meet time and budget goals by staying current with project specifications and schedules, tracking team task progress and completion, analyzing project opportunities and risks, and introducing project management methodologies.
- Monitored progress and tracked roadblocks regarding the status of the project using multiple systems like status reports, meetings, and informal updates.
- Conducted regular meetings to coordinate with clients and the team while applying practices like the Scrum framework that improved the project and lead to project success.

Plant Pals, Prescott, AZ - Technical Project Manager

(10/2017) - (03/2019)

Project Type: Business Project

- Built operations and training plans to create sustainable fulfillment and delivery practices for the service's day-to-day operations.
- Created long and short-term plans, including setting targets for milestones and adhered to deadlines for technical project management.
- Delegated tasks on the project to employees best positioned to complete them using Kanban workflows which improved collaboration on technical projects.
- Made effective decisions when presented with multiple options for how to progress with the project.
- Served as a point of contact for teams when multiple units were assigned to the same project to ensure team actions remain in synergy.
- Communicated with executives or the board to collaborate and keep the project aligned with their goals.
- Performed quality control on the project throughout development to maintain the standards expected.
- Adjusted schedules and targets on the project, tracked and adjusted project budget as needed.

United States Marine Corps, 29 Palms, CA - Technical Project Manager

(02/2005) - (09/2017)

Project Type: Management and Educational Projects

- Used leadership experience to identify and resolve Technical Project issues and conflicts within the project teams and escalate as required, resulting in satisfied developers and product owners, gaining recognition and two achievement awards for influencing the team and produce result.
- Managed multiple deadline-driven waterfall project initiatives simultaneously for PMO, using Microsoft Office products like PowerPoint presentations and Microsoft Project, demonstrating strong time management and prioritization skills which led to economies of \$20,000 in resource savings.
- Demonstrated ability to adapt to changing customer and PMO demands and work in a dynamic environment, while coordinating with financial services departments and the Project Manager to maintain records and analyze data.

- Good skills and knowledge of facilitation, continuous improvement, empowerment, transparency, culture, and people person, resulting in meritorious promotions and four good conduct awards for delivering client services.

- EDUCATION -

Master of Science in Project Management (Anticipated March 2023) - Embry-Riddle Aeronautical University (Worldwide)

Bachelor of Science in Interdisciplinary Studies - Embry-Riddle Aeronautical University (Worldwide)

Minor in Management - Embry-Riddle Aeronautical University (Worldwide)

Minor in Marketing - Embry-Riddle Aeronautical University (Worldwide)

Associate of Science in Technology - Cochise College (Sierra Vista, AZ)

Certifications

Google Project Management: Professional Certificate (CAPM equivalent) - Coursera.com

Agile Project Management - Coursera.com

Jira and Confluence Course - Udemy

Java Programmer - LinkedIn Learning

Professional Java Developer - Udemy

Information Technology (IT) and Cloud Fundamentals - IBM

Project Management Professional (PMP) Certification (Anticipated November 2022) - Project Management Institute (PMI)

The Project Management Course - Udemy

Languages

English (US) – Native

Portuguese (Brazil) – Native

Spanish - Beginner

Professional Memberships and Affiliations

Project Management Institute

LinkedIn Learning

Coursera

Udemy

Codecademy