Rizza Guevarra

Project Manager

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Results-driven Project Manager with expertise in project execution, team leadership, marketing automation, and quality assurance within the online gaming and technology industries. Skilled in managing cross-functional teams, platform integrations, data migration, and CRM-driven marketing strategies. Passionate about process optimization, seamless project delivery, and data-driven decision-making. Web development and data science enthusiast.

Skills

- Project management
- Website Quality Assurance
- Team Leadership
- Marketing & CRM
- Sportsbook and Casino Product Knowledge

WORK EXPERIENCE

EVERLOUNGE INC | Makati City, Philippines

Project Manager | PM & QA Team Manager | May 2020 - Jan 2025

- Led implementation and testing of new features, improvements, and third-party integrations for brand websites and back-office tools.
- Managed marketing automation projects (acquisition, retention, reactivation) with Business Intelligence and API dev teams.
- Oversaw data migration between platform providers.
- Supervised project leads and QA analysts, delegating tasks and conducting performance evaluations.
- Ensured quality assurance for website and back-office features, overseeing test documentation and bug validation.
- Ad hoc tasks: Onboarded teams on back office tools, managed domain licenses, monitored PM tools (Monday.com), and served as POC for platform providers.

Project Management Lead (PM & QA Team) | Feb 2020 – May 2020

- Assisted in coordinating tasks and deliverables across teams.
- Managed expansion projects, including new brand and market launches.

Marketing Coordinator (Marketing Team) | Dec 2018 – Feb 2020

- Worked with country/brand managers to execute campaigns and promotions.
- Configured bonus programs and prepared campaign assets.
- Coordinated with third-party CRM providers (Wiraya, IWinBack) and RWB platform managers.

BAYVIEW TECHNOLOGIES INC | Makati City, Philippines

English VIP Support (Dafabet) | Oct 2011 – Aug 2018

- Managed VIP player accounts (Sportsbook, Casino, Poker) for retention and reactivation.
- Developed team procedures and workflows for VIP profiling and account handling.
- Acted as Officer in Charge, overseeing shifts, escalations, and onboarding new VIP handlers.
- Trained in Coaching Excellence and Problem-Solving & Decision-Making.
- Contributor for DafaeSports.com (CS:GO IEM Katowice Season 11 Preview).

PREVIOUS EXPERIENCE (Before 2011)
Various roles in game community management, customer engagement, and technical support. (Details available upon request.)

- **Game Master (Community Manager)** – ModelWorks Phils Inc. (2010 – 2011)
- **Game Master (Support & Admin)** – Digital Media Exchange Inc. (2008 – 2010)
- **Senior Directory Assistance Associate** – TELUS Intl. Phils (2006 – 2008)
- **Customer Service Representative** – ACS (2005 – 2006)

EDUCATION

Centro Escolar University | Mendiola, Manila, Philippines
BS Medical Technology, *2000-2005*

CERTIFICATIONS & TRAININGS

Project Management & Leadership:
- Project Management Foundations – LinkedIn (May 2023)
- Professional Certificate in Project Team Management – MSBM (Jun 2022)
- Professional Certificate in Project Manager Role & Skills – MSBM (Mar 2022)
- Coaching & Developing Employees – LinkedIn (Aug 2020)
- Project Management Simplified – LinkedIn (Aug 2020)

Basic Data Science, & Tech Skills:
- Complete SQL Bootcamp – Udemy (May 2024)
- Python Project for Data Science – IBM (Coursera, Nov 2022)
- Python for Data Science, AI & Development – IBM (Coursera, Oct 2022)
- Critical Thinking for Self-Development – MSBM (Mar 2022)
- Product Management: Building a Roadmap – LinkedIn (Oct 2021)

SKILLS & COMPENTENCIES

- **Project Management:** Agile, Stakeholder & Risk Management
- **Quality Assurance:** UAT, Test Planning, Bug Tracking
- **Team Leadership:** Coaching and Development, Task Delegation, Performance Evaluation
- **Marketing & CRM:** Campaign Planning, Bonus Programs, Retention & Reactivation Strategies
- **Product Knowledge:** Sportsbook & Casino (iGaming) API Integrations
- **Tools & Platforms:** Monday.com, Jira, iOvation/TransUnion, CRM Systems
- **Technical Knowledge:** SQL, Python (Basic), Data Analysis
- **Soft Skills:** Leadership, Problem-Solving, Communication

Looking forward to contributing my skills and experience to a dynamic, growth-oriented team.

(End of Resume)