

Alejandro Rojas

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A knowledgeable & dedicated project/product manager with 3 years of experience providing exceptional client and customer support. Delivering exceptional results in all aspects of project life from cradle to grave. Providing insurance that daily, weekly, and monthly goals are being met while upholding & maintaining company standards & scope, all while remaining within the project's budget. Being involved in all three of these projects has allowed overseeing & directing of 10+ subcontractors across diverse divisions simultaneously.

TECHNICAL SKILLS

- **Microsoft Office:** Word, Excel, PowerPoint, Teams
 - **Administration:** JIRA, Confluence, Asana, Invoice Ninja, Meta Mask, Phantom Wallet
 - **Coding Development:** HTML, CSS, Python, JavaScript
 - **Cloud:** Office365, Dropbox, OneDrive, Google Drive, GoToAssist
 - **Collaboration:** Zoom, Teams, Skype
 - **Language Fluency:** Spanish & English
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PROFESSIONAL EXPERIENCE

Project Manager - EZ Battles LLC
(www.ezbattles.com)

Aug 2019 – Present

- Worked side by side with a team of full stack developers to implement user interfaces, live scoring, safe and secure money transactions, monitoring of results, planning of future upgrades, & delivery of a visually modern user friendly Esports platform.
- Work hands on to manipulate user data to reflect advertised product.
- Develop and maintain analysis, insights, and reporting throughout entire user experience on product usage.
- Maintain a knowledge base of technology, media and consumer behavioral trends and potential impact on digital business.
- Scheduled weekly team lead meetings to discuss past & future goals, upcoming deadlines, project budget, team motivation, & listening of concerns.
- Responded to requests in a timely manner and constantly exceeded expectations and resolution times.
- Independently defined, researched, documented, & resolved difficult digital obstacles.
- Produced company logo & marketing content such as promotional videos, graphics advertisements & social media campaigns with creative team.
- Maintain consistent communication with stakeholders with updates & achieved product goals.
- Created, recruited and trained new hires.

Chief Operations Officer - Boring Tees LLC
(www.boringtees.co)

April 2017 – Present

- Effectively managed customer requests and ensure end-results with a high level of customer satisfaction.
- Managed data pulls.
- Administered automated systems put in place to manipulate and record customer data ensuring that customer activity & behavior can be put to beneficial use of company product.
- Organize promotional campaigns using data handled using a CRM.
- Maintained an exceptional level of quality with high level clients.
- Worked with iHeart radio to provide over 2,000 shirts to a coordinated event, sponsored by Modelo.
- Worked together with web developers to provide the company website with an accurate price table, accurate quote system, & interactive features.

- Partnered up with a graphic designer to revamp company branding & logo, graphic content for the website, & mockup designs for customer approval.
- Maintained a level of professionalism while dealing with diverse groups of clients.
- Oversaw numerous employees using different machinery, coordinating different services such as Embroidery, DTG printing, Heat Printing, multi color printing, & coordinating over a distributors for packaging & shipping to customers around the world.

Bartending/Key Manager - Outback Steakhouse - Brimstone Fine Dining

Jan 2016 – Jul 2019

- Managing customer issues, Pmix loss in stock and waste report, POSi system, tips distribution, assessment of cash outs, & payout prep for next day pick up.
- Managed dining room plan and section assignment to ensure swift everyday shifts without overwhelming employees & providing excellent service for each customer from the start to the end of their dining experience.
- Developed floor plans, attended to 8-25 customers simultaneously with proficiency.
- Answered menu, restaurant, POSi system questions with exceptional knowledge.
- Interacted & networked with different groups of high-level individuals gaining large amounts of knowledge from different fields.
- Retention of interpersonal & vocal recollection skills.

AWARDS AND PROFESSIONAL RECOGNITIONS

- ❖ Role Promotions – Outback/Brimstone
 - Bartender/Key Manager
- ❖ Employee of the month August, February, November, September 2016-2019 – Outback Steakhouse

EDUCATION & CERTIFICATIONS

American Senior High School – Hialeah, FL

- Google Professional Project Management Certificate – 2022
 - Foundations of Project Management – 2022
 - Project Initiation – 2022
 - Project Planning – 2022
 - Project Execution - 2022
 - Agile Project Management – 2022
 - Applying Project Management in the real World – 2022
- Meta Introduction to Front-End Development – 2022