

Silvina Soledad Figueroa

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Seattle, WA

More than 5 years of experience managing successful technology projects as a Project Manager Technical Lead, collaborating with companies of varying sizes and leading remote teams across multiple countries including Colombia, Mexico, Pakistan, India, Spain, Ireland, and the USA.

Currently seeking internship opportunities for full-time during summer and part-time during fall, leveraging Optional Practical Training (OPT) starting in January 2024.

EDUCATION AND QUALIFICATION

International Certificate in Computing Science Seattle Central College	2023 - 2024 <i>Seattle, USA</i>
Higher Diploma in Computing National College of Ireland	2021 - 2022 <i>Dublin, Ireland</i>
Diploma in Predictive Analytics IBAT College School	2020 <i>Dublin, Ireland</i>
Master's degree in Insurance and Reinsurance National Insurance School	2018 - 2020 <i>Maringá, Brazil</i>
Higher degree in Business Management Process Centro Universitario de Maringa	2014 - 2017 <i>Maringá, Brazil</i>

Certifications:

- Certified Associate in Project Management (CAPM)® Project Management Institute.
- Project Manager Office (PMO) Certified Practitioner.
- PRINCE2® Foundation Certificate in Project Management.

Languages:

Spanish: Native

English: Advanced

Portuguese: Advanced

Technical Skills:

- Management tools: Jira (Atlassian), Trello, Zoho, HubSpot, Klaviyo.
- CMS: WordPress, Shopify.
- Programming: HTML, JS, CSS, Java, SQL.

PROFESSIONAL EXPERIENCE

CAREER BREAK - PROFESSIONAL DEVELOPMENT

Sep 2022 - Present

I am pursuing an International Diploma in Computer Science at Seattle Central College, with optional practical training in January 2024. I plan to use this opportunity to continue growing my knowledge and skills in the field of computer science, with a focus on technical project management positions. Being in Seattle, a major tech hub, has allowed me to stay up-to-date with the latest developments and immerse myself in the local tech community.

IT Lead project Manager

Feb 2021 – Jan 2023 | DataDyne Management & Technology Consulting

Dublin, Ireland

Remote teams: Colombia, Mexico, Pakistan, India, Ireland, Spain, Czech Republic

- Responsible for the Project Management and developer team.
- Assess costs and benefits, identify and mitigate risks; manage escalations; anticipate and make trade-offs, and balance business needs with technical constraints.
- Defined processes and tools best suited to each project, depending on project requirements and client goals;
- Overseeing the team selection and hiring process according to the project's team needs.
- Responsible for compliance of projects to the agreed process using appropriate tools.
- Understand and identify technical obstacles to successfully deliver the project.
- Implementation of SLA Internal Metrics and KPIs to be able to set service standards;
- Communicate project and program status, responsibilities, and issues to stakeholders;

International Sales team Manager

Jan 2019 – Feb 2021 | EPI – Estudios Profesionales en Inglés

Dublin, Ireland

Professional studies abroad.

- Responsible for the Sales team in different countries;
- Overseeing Sales and prospection for new customers, analyzing all the processes, and working with the team in order to achieve goals.
- Responsible for social media content and new initiatives and strategies to increase traffic;
- Representing the company externally e.g., at networking events, conferences, and forums to enhance and strengthen the company's profile and optimize all business development opportunities;
- Tracking and analyzing marketing and sales trends, and forecasts, and preparing reports to measure the effectiveness of programs.

Main achievements:

- Increased the range of clients by 300% in four months.

Jul 2018 – Jan 2019 | PERSONAL BREAK

- I spent about six months planning and organizing my cultural exchange to Ireland.

Office Coordinator Project Management (PMO IT)

Feb 2016 – Jul 2018 | Sancor Seguros do Brasil

Maringá, Brazil

Insurance Company.

- Responsible for the development and maintenance of the IT Project Management Office.
- Working with stakeholders to support the evolution of PMO processes in line with changing business needs and landscape.
- Led training to a wide group of stakeholders and team.
- Responsible for compliance of projects to the agreed process using appropriate tools;
- Ensuring project forecasts, plans, risks, issues, changes, and interdependencies are captured and managed effectively;
- Tracking project KPI metrics and supporting project teams to achieve their targets;

- Responsible for developing strategies and maintaining project methodology, project templates, and process guides, implementing SLA and response time monitoring.
- Making reasonable inquiries to solve any potential conflicts and make decisions.
- Responsible for the implementation of Jira Software to project control and process area demands, as well as process optimization of the Operation's area;
- Supporting the implementation of the new system - GUIDEWIRE, working closely with PWC to implement a QA program for all projects involved, with a multicultural team - Brazilians, Argentines, and Americans;
- Reviewing and submitting documents to comply with all government policies.

Main achievements:

- Implemented the Project Office which reduced the project's time by 20%.
- Reduced project costs by 10% by adopting PMI best practices.

Business Operations Analyst

Sep 2013 – Feb 2016 | Sancor Seguros do Brasil

Maringá, Brazil

Insurance Company.

- Implementation of SLA Internal Metrics and KPIs to be able to set service standards;
- Responsible for periodic meetings to introduce new strategies to automate processes to improve industry efficiency and have training to improve business knowledge. increasing the efficiency by 30%;
- Developing and training new team members;
- Optimizing information released in Excel spreadsheets to avoid typos and minimize the margin of error, reducing the time required to respond from 48 to 24 hours;
- Resolution conflict and negotiation;
- Development of new recruitment strategies closely with the Human Resources area to reduce the recruiting time.

Risk & Assurance Analyst

Aug 2005 – Sep 2013 | Sancor Cooperativa de Seguros

Córdoba, Argentina

Insurance Company.

- Underwriting for Personal Insurance, Auto Insurance and Mass Risks and RE;
- Activities include quotations analysis, questionnaires, risk inspection reports, acceptance policies, reinsurance, risk measurement and recommendations as preventive measures;
- Working within the regulatory framework, identifying and escalate any risks to the business;
- Improving quality of underwriting and risk selection in support of delivery of financial objectives;
- Performing internal audit and fraud investigations over direct procedures;
- Validating contractual conditions.

VOLUNTEERING

Project Management Institute Brazil - PMI Member ID 4626822

Mar 2010 – Jun 2017 | Rotary International Program – Rotaract

Start-up Weekend – Powered by Google for Entrepreneurs

- 2018 Brazil, 2017 Argentina, Brazil & Uruguay, 2016 Brazil 2016, 2010 Argentina.
- Startup Weekend is a 54-hour weekend event, during which groups form teams around ideas, and work to develop a working prototype, demo, or presentation.