

Project Program Manager for IT Services Project Program Manager for IT Services Austin, TX Work Experience Project Program Manager for IT Services Dell Inc - Round Rock, TX February 2015 to Present Manage varying-level, complex IT solutions from remote to onsite projects with partners, vendors, and EUs Assist in scoping of services and deliverables to ensure proper solutions for SANs, servers, and switches Handle daily escalations regarding missing materials, timeline adjustments, or high-level requests Drive sales and installation utilization to help maintain client stability and company growth Provide feedback for process improvement or tool enhancement for streamlining workflow Schedule, respond, and coordinate large-scale projects for high-profile clients within SLA/KPI metrics Compete for ranking in quarterly financial goals and metrics driven by volume and revenue Ranked 1 of 120 employees for FY18Q3 and 1 in my team for volume / revenue for entirety of FY18 Communicate trending patterns for temporary workflow change and identify process gaps Payments Operations Specialist / Fraud Specialist Apple Inc - Austin, TX May 2013 to February 2015 Produced and led a supplemental training course for a group of new hires in Brazil Led funds and product recovery project for disputed transactions out of SAP for Brazil Created Brazil's process document for funds recovery and workflow Handled and managed 200 - 300 disputed cases monthly within metric goals and SLAs Reported trending data patterns to prevent future fraudulent activity and improve analysts' workflow Account and Technical Services Representative (SME) Blizzard Entertainment - Austin, TX June 2011 to May 2013 Assisted as a subject matter expert with game launches Aided in training new hires with processes and policies Provided shadowing for representatives requiring assistance with metrics Focused on first contact resolution and maintaining a quality work style LEADERSHIP ACTIVITIES AND EXPERIENCE Education Bachelor of Science in Spanish and Portuguese The University of Texas at Austin - Austin, TX May 2011 Salvador, Bahia Catholic University of Salvador (UCSAL) March 2009 Skills Excel (10+ years), Ms office (10+ years), Sap (2 years) Certifications/Licenses Microsoft Office User Specialist Additional Information Spanish, Portuguese, English Project Management Case Management Proficiency/efficiency centered Customer-centric

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