

IT Senior Project Manager IT Senior Project Manager IT Senior Project Manager Miami, FL Work Experience IT Senior Project Manager Brightstar Corporation - Miami, FL October 2018 to August 2019 Managed multiple, simultaneous, interdependent initiatives/deliveries across different work-streams in a smooth fashion Organized the requirements intake process and worked with departmental management to modify and set up the requirements Facilitated weekly team meetings and Monthly Steering Committee meetings Created project timeline and communication plans for internal/external clients Coordinated internal resources and third parties/vendors for the flawless execution of projects Worked with the business lead in grooming and managing project backlogs Tracked key project milestones and communicated adjustments to work- stream leads Effectively communicated the status of all workstreams across the projects and programs, highlighting issues or conflicts between teams to stakeholders and management Actively participated in budget Planning and resources allocation of active projects Worked with onshore and offshore development teams to estimate and deliver initiatives IT Project Manager Assurant - Miami, FL February 2016 to October 2018 Led the implementation of several client projects (US\$2M+, 60+ staff, 23K+ hours effort) for Xfinity Mobile, Claro, and T-Mobile. Worked closely with multiple work stream leads and SMEs throughout 15+ projects in identifying and managing interdependencies through meetings and workshops. Tracked defects to closure and review client feedback to identify potential product improvements. Analyzed and effectively managed stakeholder expectations Managed project finance and reporting using various productivity tools like MS Excel and Power BI Effectively communicated the status of all work streams across the project and programs, highlighting issues or conflicts between teams to stakeholder and management. Coordinated cross-functional meetings for external clients; distributed agenda and published meeting minutes for business partners. Supported client through all phases of project management; directly communicated project status, disseminated pertinent information to team, and followed-up on action items. Responsible for planning, monitoring, and managing implementation projects for internal and external clients. Concisely communicated project status to stakeholders via weekly status reports highlighting project health, accomplishments, and budget overview

including actuals and forecasts. Responsible for identifying, assessing, and mitigating project risks through close collaboration with Developers, QA, and Business partners. Managed client UAT activities including planning, tracking/reporting risks, and creating project plans for UAT implementation and monitoring. Acted as Scrum Master by leading Agile ceremonies such as daily stand-up, retrospectives, weekly demos, and sprint/release planning activities; tracked user story progress through burn down charts. Managed multiple software upgrade projects for external clients; collaborate with a team of developers and consultants to ensure project timelines are met with an excellent level of client satisfaction. Utilized both Waterfall and Agile project management methodologies. Experienced in managing projects across multiple business units. Created and modified project schedules and tracked plan to actual. Managed system enhancement projects: meeting with users, gathering requirements, impact analysis, design of the best solution, testing, implementing, and training those changes. Prepare project documentation, deliverables, finances, resource allocations, and status. BI Business Analyst/ Project Manager Brightstar Corporation - Miami, FL May 2013 to November 2015 Assisted in User Acceptance Testing of QlikView applications. Documented process flows and developed requirements for new projects, improvements and enhancements. Defined the scope and goal of new projects. Assessed allocation of resources. Developed accurate development estimates and drafted project resource plans. Managed the 7-person local Business Intelligence team, allocating resources to ongoing projects and enforcing deadlines. Defined project deliverables and monitored status of tasks. Drafted action plans and led meetings with department executives to review project status and proposed changes. Delivered status reports to stakeholders for budgeting and planning purposes. Monitored costs, timescales and resources. Monitored team progress and enforced deadlines. Served as the single point of contact for project scheduling and changes. Lowe's Home Improvement - Homestead, FL Head Cashier February 2011 to May 2013 Train and serve as a peer coach for new sales associates. Share best practices for sales and customer service with other team members to improve efficiency. Resolve all customer complaints in a professional manner while prioritizing customer satisfaction. Help customers with questions, problems and

complaints in person and via telephone. Mentor new sales associates to contribute to the store's positive culture. Administrative Office Associate March 2010 to January 2011 Performed accurate balancing of all transactions and receipts. Processed and filed paperwork as directed by company policy. Responsible for maintaining cash office security. Prepared daily receipts for deposit.

Customer Service Associate September 2009 to March 2010 Developed positive customer relationships through friendly greetings and excellent service. Priced merchandise, stocked shelves and took inventory of supplies. Examined merchandise to verify it was correctly priced and displayed. Recommended merchandise to customers based on their needs and preferences. Placed special merchandise orders for customers.

Center Manager FedEx Office - Miami, FL August 2004 to January 2009 Communicated clear expectations and goals to each team member. Ordered and distributed office supplies while adhering to a fixed office budget. Explained employee compensation, benefits, schedules, working conditions and promotion opportunities. Conducted background checks on candidates by obtaining information from law enforcement officials, previous employers and references. Captured key feedback from employees during exit interviews. Coordinated employment offers with management and extended offers to selected candidates.

Assistant Manager June 2002 to August 2004 Instructed staff on appropriately handling difficult and complicated sales. Trained and developed new associates on POS system and key sales tactics. Screened applicant resumes and coordinated both phone and in-person interviews. Assigned employees to specific duties to best meet the needs of the store. Distributed an updated weekly report of project priorities to team members and management. Coordinated and assigned manpower to meet aggressive production schedules.

Lead Project Coordinator April 2001 to June 2002 Examined job orders to determine quantity, stock specifications, colors and special printing instructions. Produced high quality finished printed material in a timely and efficient manner. Successfully managed production activities so that all orders were completed on time. Logged, tracked and updated projects in job management software.

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