

IT Global Program Manager IT Global Program Manager Pembroke Pines, FL Personable, and tenacious professional with years of experience, abilities and skill in the aspect of business analysis, casino operation, operations management, relationship management, performance management, strategic planning and execution. I display an outstanding ability to plan, operate, multitask, organize, coordinate, and implement practices and procedures to bring significant improvements in processes towards the successful attainment of goals. HIGHLIGHT Relationship Building

Excellent Communicator Problem Solving Analytics Research Creative Thinking Good Time Management Intellectual Skills Assessment Ability Forensic Audit Skills Leadership Abilities Business Management Teamwork EXPERTISE AND QUALIFICATIONS Active Listening:

Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times. Complex Problem Solving: Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions. Coordination: Adjusting actions in relation to others' actions. Critical Thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Judgment and Decision Making: Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Management: Coordinating and guiding others to meet objectives and goals. Monitoring: Monitoring/assessing performance of other individuals, or organizations to make improvements and take corrective action. Multitasking: Juggle multiple tasks and responsibilities while remaining composed and meeting deadlines. Relationship Management: Conflict resolution, motivating, organizing, troubleshooting and establishing rapport. Work Experience IT Global Program Manager 2018 to Present Overseeing IT Programs and activities in alignment with the vision and goals of the organization, whilst constantly assessing program performance with an aim to maximize ROI. Tasked with development of new and improved programs to support the strategic direction of the organization, create efficiencies in all processes and explore alternative revenue opportunities thru development, integration and implementation of cutting-edge technology to enhance guest experience and increase targeted marketing capabilities. Current responsibilities include but by no

means are limited to: Creating and managing long-term goals. Developing a budget and operating plan Developing an evaluation method to assess strengths and identify areas for improvement. Writing funding proposals to guarantee uninterrupted delivery of services. Managing a team with a diverse array of talents and responsibilities. Ensuring goals are met in areas including customer satisfaction, safety, quality and team member performance. Implementing and managing changes and interventions to ensure project goals are achieved. Meeting with stakeholders to make communication easy and transparent regarding project issues and decisions on services. Producing accurate and timely reporting of program status throughout its life cycle. Analyzing program risks. Working on strategy with the marketing team. Preparing comprehensive reports for senior leadership. IT Project Manager / Release Manager 2017 to 2018 Owning the Release Management lifecycle including but not limited to scheduling, coordinating and the management of releases across the corporation for multiple applications across various portfolios. The releases can be inclusive of application updates, operating system patches, security improvements, hardware upgrades, Projects and Programs. Where necessary provide tools and services to help product management and project teams manage and deploy releases into production. Forward Plan the release windows and cycles across a portfolio Manage risks and resolves issues that affect release scope, schedule and quality Measure and monitor progress to ensure application releases are delivered on time and within budget, and that they meet or exceed expectations Coordinate release content and effort for service requests, pending service requests, third party applications, or operating system updates Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes Manage relationships and coordinate work between different teams at different locations Conduct Release Readiness reviews, Milestone Reviews, and Business Go/No-Go reviews Communicate release details and schedules to the Business as required Negotiate, plan and manage all release activities Maintains the release schedule for all core services and ensure alignment across key partners and vendors. Continually work towards making improvements in the release process Lead and coordinate the Go-Live activities including the execution of the deployment Plans and

checklists. Work to develop scripts and automation tools used to build, integrate, and deploy software releases to various platforms Participate in CAB meetings to discuss release scope and/or roadblocks Researches new software development and configuration management methodologies and technologies and analyzes their application to current configuration management needs IT Business Analyst / Project Manager 2016 to 2017 Serving as Project Manager on medium to large scale projects; monitoring and reporting on project progress, conduct steering committee meetings, prepare status reports, timelines, meeting minutes and presentations in all projects. Responsible with the design, pilot and full scale implementation of a Release Management process in other to maximize efficiency, increase productivity and speed to market, having to manage, plan, schedule and control the release to production. Meeting with senior business management and stakeholders to identify business needs, objectives, scope of work, resource demand, timelines and risks in order to provide project management services Serving as project manager on medium to large scale projects; monitoring and reporting on project progress, conduct steering committee meetings, prepare status reports, timelines, meeting minutes and presentations in all projects Responsible with the design, pilot and full scale implementation of a Release Management process in other to maximize efficiency and increase productivity and speed to market, having to manage, plan, schedule and control Work as a liaison between Corporate IT and the Global Casino Operations group who oversees almost 100 casinos-ships across nine cruise brands of Carnival Corporation & plc. Using a spectrum of personal and technical skills to manage the requirements life-cycle: identify, interpret and document business needs, define the scope of work, structure and document functional and non-functional requirements, write use-cases to a testable level and interact with team members to support the delivery of the project Responsible for modeling business needs, produce project charters, create software requirements documents and other project artifacts and to discuss these requirements with business team members, development and infrastructure teams to support the delivery of the requirements throughout the life-cycle of the project Work with both business stakeholders and internal data architecture team to provide insight into required data structure and transactional relevance for AML (Anti-Money

Laundering) purposes, with the ability to initiate, lead, and bring to completion a comprehensive forensic data investigation for the sole purpose of determining instances of Money Laundering and other financial crimes Assist with the architectural design and implementation of enterprise wide infrastructure solutions Responsible for reviewing, provide feedback / input and ultimately sign off on testing strategy and scripts Knowledge of Software Development Life cycle (SDLC), with experience in both waterfall and agile methodologies Fleet Cage Operations Manager Carnival Corp 2012 to 2016 Planned, overseen and implemented multi-site Casino Management & Accounting System whilst also providing adequate training to ensure business continuity during the transition period and after the cut-over to the new CMS. Responsible for supplying an accurate and objective assessment of the onboard Casino Operation through frequently scheduled ship visits by means of reviewing the performance of all Casino Employees in terms of ability and motivation to maximizing casino revenues, safeguarding the company's assets, adherence to current policies and procedures. Evaluating work schedules in relation to actual opening hours and potential business hours, reviewing written rotas and ensuring that staffing is utilized to the best possible end

Explore and implement ways of improving current working practices, protocols; support, guide and advise onboard management on each vessel Responsible with providing accounting and compliance support for more than 100 properties and assists with any special or short notice projects, new initiatives or operational visits Cage Manager Carnival Corp 2007 to 2012 Responsible for the Safeguard of company assets by assuming responsibility for the Casino's main vault and all its contents, the timely and accurate reporting of the Casino Revenue, the smooth and efficient running of the Cage Operation while also handling all Guests casino related questions, queries or concerns in a friendly and professional manner Gained a solid knowledge of all aspects of the casino operation inclusive but not limited to Main Bank balancing, Credit Markers and Front Money setup, issuance and redemption processes, learning all table games, spending time with all Management positions covering both the table and slot side of the operation in order to have a holistic understanding of the Casino Operation Casino Cashier Carnival Corp 2006 to 2007 Started at the entry-level position of Cashier where the basic requirement was to have a good knowledge of

the procedure manual in terms of Cash Desk daily transactions, child bank balancing processes and accurate recording of the various revenue counts while providing the highest level of guest service Top Cashier Howard Johnson's Queen Casino - Bucharest, RO 2005 to 2006 Cashier and Top Cashier Hilton Grand Casino - Bucharest, RO 2004 to 2005 Education Bachelor degree in Business Management in Business Management Dimitrie Cantemir University - Bucharest, RO Skills Networking, Time management, Problem solving, Confident, Microsoft office Additional Information

GENERAL SKILLS & ABILITIES -Possesses a positive, energetic and professional attitude - Adaptable and dependable, committed to team work -Excellent sense of initiative, tidiness, adaptability and networking -Achieving goals, creative/strategic thinking and problem solving in all areas of the casino operation -Demonstrated ability to work and perform at the highest standards in complex and demanding environments -Excellent ethics, hardworking, focus minded and sound organizational ability -Flexible to change with excellent planning and execution skills and works well within the constraints of tight deadlines -Strong analytical abilities -Confident communicator -Excellent knowledge of Microsoft office applications. -Able to objectively evaluate and draw data driven conclusions. -Excellent time management and the ability to achieve deadlines. -Consistently looking to improve efficiency in all areas of the operation

Name: Christopher Simpson

Email: smithmelissa@example.net

Phone: +1-915-933-5247x3377