

IT Project Engineer IT Project Engineer IT Project Engineer - SKY DEVICES, Inc Miami, FL  
Authorized to work in the US for any employer Work Experience IT Project Engineer SKY DEVICES,  
Inc - Miami Beach, FL February 2016 to Present Ensure data accuracy and regulatory compliance  
collecting device's technical information directly from manufacturers. Complete projects within  
scheduling restraints performing status evaluations daily. Lead technical testing process of  
individual projects to agile project complexion and customer satisfaction. Validate product  
functionality and specifications against organizational minimum quality standards. Approve new  
device projects for massive production after closely reviewing minimum functionality requirements  
compliance to lower after sales returns. Analyze Testing Device Process and redesign for  
improvement. Junior Project Manager - Internship SACO TRADING, LLC - Doral, FL March 2015 to  
July 2015 Analyzed and redesigned existing operational process increasing performance in around  
60% of weekly production. Led team of 15 workers through new process structure guiding doubts  
and concerns to provide confidence. Set daily project progress in MS Project planned sheet to  
ensure accomplishment of weekly team activities. Documented and suggested improvement in  
project process based on customers' and project portfolio requirements Developed a training  
manual having detailed information about every phase in the process and activities involved for  
incoming members. Technical Support Engineer CARRIERHOUSE, C.A - Miami, FL March 2012 to  
July 2014 Supervised reliability and optimal performance of customers' connections with network  
devices by supporting configuration, maintenance and problem resolution of live connections  
Improved customer's location and documentation database ensuring accuracy and reliable customer  
satisfaction. Set up a customer service activity framework to diligently solved customer's  
requirements decreasing customer complaints. RELEVANT KNOWLEDGE AREAS Systems  
and Database Analysis and Design, Data Warehousing Architectures, ETL Tools, Big Data concepts  
and tools. Business Process Analysis and Redesign, UML and BPMN processes modeling  
frameworks, Conceptual & Logical modeling, Analysis and design of business process for  
automation. Business Analytics Application, Pattern discovery, Data Mining basics, Techniques  
and Applications. Computer Communications and Networking Technologies, Mobile Computing

and Technologies (GSM Architectures and Sensor Networks), Network Security and Information Security Management. Education Master of Science in Information Systems Florida International University - Miami, FL December 2016 Bachelor of Science in Computer Engineering Dr. Rafael Belloso Chac n University October 1999

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