Technical Project Manager Technical Project Manager Technical Project Manager and Lead Estimator - eLoyalty, a TeleTech Company Winter Haven, FL   Over 7 years of experience in Technical Project Management, hardware and software asset management and commercial financial analysis.   Solid project leadership skills combined with strong business acumen and in-depth analytical skills.   Responsible for the creation of all project documentation, including functional and technical requirements, gathering, and assisting with deliverable creation as needed.

  Consistently ensure project deliverables are on time and on budget while meeting customer satisfaction expectations.   Experience creating WBS, Project Plans, Issue Logs, Risk Logs. Experienced in overseeing network infrastructure deployments   Experienced in managing budgets and a staff of 15+ architects and engineers.   Effectively communicate project expectations, project goals, scope, budget, resources, and timeline, and general project status with team members, project stakeholders, and sponsors.   Manage the overall customer relationship, have full command of the customer business model, and demonstrate respect and responsiveness to customer needs.

  Manage multimillion projects from the beginning to completion of the project lifecycle. ServiceNow Knowledge.   Experience in using MS Office in an advance level.   Fluent in Spanish. Proficient in German Authorized to work in the US for any employer Work Experience Technical Project Manager eLoyalty, a TeleTech Company December 2015 to July 2019   Monitor and review project progress and timelines and adjust schedules and plans as needed.   Identify and resolve issues to ensure project success.   Effectively communicate project expectations, project goals, scope, budget, resources, and timeline, and general project status with team members, project stakeholders, and sponsors.   Manage the overall customer relationship, have full command of the customer business model, and demonstrate respect and responsiveness to customer needs. Facilitate review sessions with the client and project team, prepare user documentation and training documentation as necessary.   Leverage business knowledge and expertise to drive business process improvements.   Establish and maintain trusted adviser relationships with client project stakeholders.   Analyze the trends of KPI's for vice-presidents and general management, estimating project durations and verifying risks.   Responsible for all of the Cisco Unified communications

projects around the world in different regions and manage the metrics for the company around the projects.   In charge of all daily, weekly and monthly meetings with vice-presidents and different project stakeholders.   Responsible for managing all Cisco Infrastructure Projects   Experience with migrating UCCE 9.5 to 10.5 or 10.5 to 11.6 on premise and cloud environments.   Experience with migrating databases from HDS servers to SAN servers.   Experience managing projects developing software, including Finesse, ECE, and eGain Chat.   Project manager of various call recording migrations from Calabrio and Verint.   Work with various DOD companies within the Federal Government.   Experience managing budgets and a staff of 15+ architects and engineers. Manage multimillion projects from the beginning to completion of the project lifecycle. IT Project Manager Hewlett Packard Costa Rica March 2014 to December 2015   Articulated project goals and scope, translated business needs into technical terms, prepared detailed work breakdown structures (WBS) and instilled shared accountability for achieving project milestones.   Manage complex data and business analysis to develop business plans and make recommendations.   Work independently to construct complex statistical and financial models to forecast business performance.   Define the metrics required to measure business performance, compares actual data to forecasted values, and develop the process for identifying and addressing performance gaps.   Manage complex, time sensitive market research projects and synthesize data and information to identify relevant trends and next steps.   Work with cross-functional teams across the entire span of business planning activities.   Contribute to priority projects with complex analyses and assist in developing recommendations.   Work closely with business leaders to develop business plans based on historical and forecasted data and reports.   Develop go-forward business plan recommendations based on potential risks and returns.   Identify cutting-edge analytical tools, models, and methods for making key business decisions.   Validate budget information of various segments.   Perform root cause analysis to identify which are the main variables affecting the scope or sales budget.   Manage full time employees remotely.   Manage projects from start to end, being the escalation point of contact.   Handle project schedules, meetings migrations, transitions and process improvement projects.   Resolve numerous project issues including staffing shortages,

tactical matters, scope creep and user needs. Project Manager and Hardware/Software Senior Asset Analyst Hewlett Packard Costa Rica July 2011 to March 2014   Manage projects from start to completion, as the escalation point of contact.   Handle project schedules, meetings, create WBS charts, and handle budget costs, including the quality and risks that a project might have.   Responsible for migrations, transitions and process improvement projects.   IT hardware & software asset administration for the Convatec and Rolls Royce accounts.   Control, analysis and discrepancy solution owner.   Accountable for the appropriate tracking of server, EUC, and SW records stored in Asset Center/Asset Manager as a centralized repository tool.   Lead calls with HP field technicians when random and scheduled asset audits are implemented.   Monitor assets through auto-discovery tools and match against physical inventories to prepare client billing.   Responsible for asset attribute accuracy and contract management compliance.   Partner with client counterparts to establish logical metrics against the data.   Generate value added reporting solutions through Excel spreadsheets.   Software license asset management.   Accountable for all license tracking, entitlement reports, PO reports, inventory management and revision of license contracts.   Monitor license usage through auto discovery tools and match against inventory.   Responsible for accuracy and compliance, attention to detail and reconciliation.   Prepare software license compliance reports, user license utilization, and SW license purchase forecast.   Extensive MS SharePoint knowledge for issue management and tracking of issues across regions. Education Bachelor's Degree in Business Administration Universidad Latina de Costa Rica Skills asset management. (10+ years), budget (8 years), budgets (10+ years), documentation (10+ years), financial analysis. (10+ years), leadership skills (10+ years), project documentation (10+ years), project leadership (10+ years), project lifecycle. (10+ years), Project management (10+ years), satisfaction (Less than 1 year), software asset management (10+ years), Technical project management (10+ years), technical requirements (Less than 1 year), Scheduling (9 years), Outlook (10+ years), Word (10+ years), Estimating (10+ years), Maintenance (10+ years), Microsoft Project (10+ years), Customer Service Certifications/Licenses PMP May 2015 to Present Additional Information SUMMARY OF SKILLS   Over 7 years of experience in Technical Project Management,

hardware and software asset management and commercial financial analysis. Solid project leadership skills combined with strong business acumen and in-depth analytical skills. Responsible for the creation of all project documentation, including functional and technical requirements, gathering, and assisting with deliverable creation as needed. Consistently ensure project deliverables are on time and on budget while meeting customer satisfaction expectations. Experienced in managing budgets and a staff of 15+ architects and engineers. Effectively communicate project expectations, project goals, scope, budget, resources, and timeline, and general project status with team members, project stakeholders, and sponsors. Manage the overall customer relationship, have full command of the customer business model, and demonstrate respect and responsiveness to customer needs. Manage multimillion projects from the beginning to completion of the project lifecycle. Fluent in Spanish.

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