

IT Project Manager IT Project Manager IT PROJECT MANAGER Willemstad Cura ao Analytical, highly adaptable professional with extensive experience enhancing IT operations across banking industry. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges. Track record of success developing, deploying and evaluating systems aimed at improving quality and efficiency. Experienced with SDLC. Skilled troubleshooter, continually focused on identifying, isolating and resolving technical or operational issues. Manage end-to-end delivery of projects right from conceptualization, requirement consolidation, scoping planning, execution and delivery. Hands-on- experience running projects, aligning processes, deliverables and project metrics/dashboards/reports as needed. Advanced expertise in projects for banking operations, credit cards, debit cards, electronic and digital payment, card perso and card acquirer. Responsible for providing technical direction and control for providing a framework for project planning. Experience with Vendor contracts management and vendor package implementations. Strong experience in managing internal, external and hybrid teams. Hands on experience in the Business Analysis, development and testing/certification for the software of EFT-Switch like Base24 and/or Postilion. Experience with various dependent projects potentially being executed with different methodologies. Translate business needs into requirements easily understood by application development teams. Good communication combined with prior hands-on-experience in business analysis and systems implementation. Actively participate and supervise the UAT, QA or any testing scripts to ensure the product developed. Sponsorship required to work in the US Work Experience IT Project Manager GIROBANK - Willemstad Cura ao April 2011 to Present Organize and participate in all the changes related to the core banking system IBS, the EFT System Postilion and the Migration of EMV for ATM, POS, Maestro Debits Cards and Mastercard Credit Cards. Increased in 100% the charge of fee for ATM and Teller with the new core banking system. Reduced the time for the end-of-day process in 50% with the new core banking system. Maximized the time for authorization to 100% with the Stand-in process between the core banking and Postilion. Improved the security in 100% with the migration of MAESTRO debit cards to EMV. Increased in 100% the security in the ATM/POS for changes in Software and Hardware for the

project EMV. Decreased the reconciliation time by 80% with the changed in the new systems. Coordinated the project of Debit Card with dual interface. Coordinated new functionalities in the internet banking for opening remote accounts. Actually working in the coordination for the Mobile APP implementation. IT Manager GIROBANK - Willemstad Cura ao 2004 to March 2011 Lead operations in the IT area. Review, analyze and evaluate the Corporate Infrastructure, File/Data Access, Software Management, Hardware Management and the Special Projects with emphasis on banking operations in order to improve the process functionality in all the cases. Program, develop, test and deploy custom reports and queries to meet end user requirements and designs. Meet with the Executive Team to plan system requirements, specifications, timeliness and cost as well as offer suggestions for improvement to maximize software effectiveness. Maximized the phone services in 100% with the migration to the call center of AVAYA. Reduced in 50% the cost related to paper with the implementation of new multifunctional printer with ID controls. Minimized the risk in 100% of debit transactions with the notifications per transaction via SMS/Email. Introduced the USD currency as main currency after the migration/conversion of Bonaire BES Project. Improved 2 new services for Credit Card after the migration of the process to Evertec in Pto. Rico. Increased in 100% the services in the bank with the replacement of old technology related to PC and Monitors

Maximized in 100% the internal security with the implementation of the domain of Windows Servers 2008. Changed the 100% of the ATM network to Diebold Opteva. IT Project Leader Consein - Caracas, Distrito Capital 2004 to 2004 Served as Technical Leader for the analysis, development and implementation of Money Market system Produced new code in the developing with PowerBuilder and MS SQL Server Delivered 3 successfully conversion of data and adapted the systems to accomplished the requirements of the customers IT Project Coordinator Banco Mercantil - Caracas, Distrito Capital 2001 to 2002 Directed all analysis and programming functions. Reviewed and programmed all new developments and changes in the Banking System, SAFE Managed successfully the completion of key projects involving one major data migration, the analysis, programming, and recovery of all historical data for customer tax charges, and the cash flow forecasts of ATM and branch withdrawals IT Manager - Systems Analysis and Programming

Interbank - Caracas, Distrito Capital 1993 to 2001 Coordinate all facets of banking system IT projects. Contributed in major projects two large data migrations and the implementation of System Base24 for ATM/POS Coordinated the 70% of the changes for the System SFB Core Banking and other satellite systems Minimized in 50% the cost related to the project Year 2000 / Y2K Optimized in 100% the performance for the System SFB during the end-of-day process

Education Bachelor of Applied Science in Computer Engineering Universidad Alejandro de Humboldt - Caracas, Distrito Capital 2004 Bachelor's Degree in Computer Technology/Computer Systems Technology Instituto Universitario de Nuevas Profesiones - Caracas, Distrito Capital 1996

Skills IT Management (10+ years), It Project Management (10+ years), Systems Integration (10+ years), Analysis and Programming (10+ years), Process Improvement (10+ years), Business Analysis (10+ years), Analytical Skills (10+ years), Project Planning (10+ years), Project Development (10+ years), Financial Services (10+ years), Global Electronic Payment Industry (10+ years), Technology Innovation (10+ years), Software Architecture (10+ years), Application Testing (10+ years), Technical Troubleshooting (10+ years), SDLC, Waterfall, Information Technology, Project Management, Software Development, Scrum Master, PM, Itil, PMP Assessments Written Spanish for English Speakers Highly Proficient March 2019 Measures a candidate's ability to respond to basic requests written in Spanish. Full results: https://share.indeedassessments.com/share_assignment/mebrx-lgyvjphncg Technical Support Highly Proficient March 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/nuw5hvfcmg3rrjx Data Entry Skills Highly Proficient March 2019 Measures a candidate's ability to accurately input data and effectively manage databases. Full results: https://share.indeedassessments.com/share_assignment/yv9xhagoy-p2wnay Basic Computer Skills Expert March 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/i1m3ueia0v5xbbwk Email Highly

Proficient March 2019 Measures a candidate s ability to effectively compose and organize email messages. Full results: https://share.indeedassessments.com/share_assignment/oxivbgzad9ucq-zs
Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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