

# Alex Diamant

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## PROJECT MANAGER

Data Integration ■ Enterprise Implementations ■ Infrastructure

- **Diligent and enthusiastic project manager offering a proven record of success** leading diverse technology projects in the healthcare and hospitality industries.
- **Proficient in agile, Scrum and waterfall project management methodologies;** PMP, MBA, SAFe and Scrum Master credentials.

## Skills Summary

### Project Management:

Stakeholder Management  
Requirements Gathering  
Project Timelines  
System Migrations/Integrations  
Software Implementations

### Technical:

Microsoft Project  
Tableau  
Jira, ServiceNow  
Amazon Web Services  
Visio

### Leadership:

Strategic Planning  
Team Building  
Client Relations & Presentations  
Business & IT Planning  
Vendor Management

## Professional Experience

### PROJECT MANAGER | Envision Healthcare | Plantation, FL | Feb 2019 – April 2020

- Liaised between the business units and IT department by aligning the business goals with IT project planning, development, and implementation.
- Defined processes and tools best suited to each project. Moved between agile and waterfall approaches depending on project specifics, creating detailed project road maps, plans, and schedules.
- Coached stakeholders on how to effectively interact with Scrum team and product owners on backlog management.

#### Projects:

- **Billing System Integrations:** Led development team simultaneously integrate eight new billing systems into the enterprise data warehouse environment.  
*Results:* Completed project improved the consistency, recoverability and accessibility of data.
- **Standard Operation Procedures:** Developed new intake process and technical solution to support issue and enhancement requests for the Enterprise Data Foundation department.  
*Results:* Supported ROI analysis and prioritization of greatest value-added initiatives. Standardized process for accepting and assigning work to developers.
- **Clinical Documentation Improvement:** Managed the development of an interactive dashboard that highlights opportunities to improve coding.  
*Results:* Enhanced the internal analytical capabilities business owners, clinical leaders and individual providers use to maximize revenue and claims reimbursement.
- **Quality Payment Program:** Managed Merit-based Incentive Payment System (MIPS) reporting to CMS for Radiology and Surgical Services.  
*Results:* Generated 5% positive payment adjustment to 2018 Medicare reimbursements.

### PROJECT MANAGER | Sixt Rent A Car | Fort Lauderdale, FL | Dec 2017 – Aug 2018

- Planned, directed, and coordinated complex projects focused on IT, infrastructure and business processes.
- Worked closely with product owners to effectively manage product backlogs, plan sprints and perform acceptance testing.

- Oversaw and assumed accountability for all phases of project lifecycle including user requirements, development and testing.

#### **Projects:**

- **Payment System Upgrade:** Implemented PCI DSS compliant payment system for all 50+ U.S. branches.  
*Results:* Successful delivery of project increased IT-security, improved customer experience, and reduced transaction costs by over \$500K annually.
- **Contract Negotiation:** Renegotiated pricing and fees with fleet card provider.  
*Results:* Reduced fuel costs by \$100K annually.
- **Fueling for New Branch:** Managed installation of an on-site fuel tank and management system for new branch including vendor selection, requirements analysis and budget.  
*Results:* Projected \$56K annual savings after three-year payback period.

#### **PROCESS IMPROVEMENT ANALYST | Sixt Rent A Car | Fort Lauderdale, FL | July 2017 – Dec 2018**

- Presented audits of current processes to company executives and department heads.
- Performed root cause analysis and prepared reports to monitor progress of process improvement initiatives.

#### **Accomplishments:**

- Improved the vendor selection process by establishing corporate SOP for evaluating the qualifications of potential vendors and subcontractors.
- Reduced repair costs by standardizing maintenance and repair procedures.

#### **OPERATIONS ASSOCIATE | S2 Brands | Miami, FL | May 2015 – July 2017**

- Led successful website re-platform launch and digital strategy to improve customer experience.
- Developed supply chain procedures to support 250% sales increase over two years in product category.
- Created Tableau dashboards that translated company data into insights related to consumer behavior, product performance, and pricing strategy.

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### **Education**

#### **FLORIDA ATLANTIC UNIVERSITY**

*Master of Business Administration: Entrepreneurship*

**Boca Raton, FL**

*April 2015*

#### **UNIVERSITY OF CENTRAL FLORIDA**

*B.S. Health Science*

**Orlando, FL**

*May 2012*

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### **Certifications**

<b>Project Management Professional (PMP)</b> - 2243595	Sep 2018
<b>Professional Scrum Master (PSM I)</b> - 406519	Oct 2018
<b>AWS Certified Cloud Practitioner</b> - AWS01512934	June 2020
<b>Certified SAFe Product Owner/Product Manager</b> - 71495184-0698	Sep 2020