**MONICA GOMEZ RAMIREZ**

Av. Las Plaza 2416 Otay Constituyentes, Tijuana BC

(C) – 664-202-7464(email) – monisgr21@yahoo.com

**Project Manager, Software Developer Sr. and Business Analyst Lead**

***Project Lead – Customer Service developer – New Business Development – Logistics & Distribution – Organization Design & Development - Consulting***

Over 10 years of experience leading successful over 50 product integration processes with individuals Banks and Pay Partners in several countries. Strong .NET Developer. Identify operations and customer service process to implement new strategic to increase better service for internal and external clients thought project plans, strong experience in analysis and solution developer based in business requirements. Projects manager and team lead. English fluent (Speak and write) and stronger communication skills.Strengths:

* **Leadership** – Manage and develop International markets, designing and integrate sales plans, assigning budgets and resources. Develop strong Pay Partners relationships, including international products, connections, services and requirement. Excellent verbal and written communication skills (English and Spanish), Strong organizational and time management skills. Monitor and recognize the excellent work thought project achievements for team members (motivation)
* **Team Building** – Hiring programmers and customer service team associates with skills such as proactively, independency, loyalty, integrity and competency. Establishing goals and goals for individual and team performance.
* **Innovator** – Facility to creating, fusion and use new technologies such as mobile software and web platforms. Create and develop a continuous learning environment motivating the knowledge management.
* **Customer Service/Customer Relations** – Institute solid customer services as main goal and mentality.Lead implementation of best practices, technology, and solution to achieve operation excellence and customer support.

**PROFESSIONAL EXPERIENCE**

**Scantibodies (Project Consulting) May 2013 – Current**

**Project Description:** For this Laboratory I am getting business requirements to develop a Control System for a Cancer Clinic. With my consulting process they’re expecting to save at least 1 million dollar approximately

**Sigue Corp. (April 2003 to February 2013)**

Money Transfer company with above 12000 employees distributed in 7 locations. Business Partners include main North American, Mexico Centro and South America, Philippines, Spain and Indian banks.

**Duties Description:** In this Company I got experience improving Marketing and Database process, call center operations getting clients requirements, implementing database security process.

As developer I controlled, developed and improved over 50 International stand-along application, I create and integrate a platform to control and monitor all export/import the Banking applications. I have experience in several platforms such as Visual Basic, C#, ASP and C++.

As Business Analyst Sr. I document more than 30 process from different departments (Accounting, Operations, Sales, Marketing) I develop operation process to increase the communication between departments. As Integration owner and Administrator I directly established relationships with Pay Partners such as: BTS, HSBC, Bank of America, Transnetwork, Scotia Bank, Philippines Banks, Banrural, etc., Create engineering for department procedures that allowed speedy application design, change requests, releases standardizing and get a better performance of company applications and reports. I develop Compliance and Legal process requested by US governments and BANXICO dependency.

Worked with outsourcing international companies (INFONOX-TSYS, Softtek) to design and develop stronger tools (Web Platform) managing system changes, upgrades, minimizing impacts allowing increased the products release. I had to my control instrument and establish formal QA and production release policies. Implement a strategy to minimize the impact when production changes that involve departments like Marketing, Accounting, Operations, Compliance, etc. based in my strong market and company knowledge.

* My applications and process controlled above 80% of transaction gross of the company.
* I had in my team more than 15 persons from different departments (Support, Customer Service, Operations, Developers and Business Analyst)
* I was working in Sylmar and San Fernando CA office by 3 years in two periods.
* My co workers are from many countries as India, Philippines, China, Argentina, Brazil, EUA, Centro America, Mexico and Korea.
* Helped in the Company Fusion (Integration process)
* Familiarized with remote work and multicultural workers.

**Telefonía y Servicios Auxiliares S.A. de C.V. March 2002 – December 2002**

HSBC (Bital) outsourcing network – Dedicated payment software installations (Several companies such as Volkswagen, BIMBO, etc.) and hardware support. Company Software Development.

**Developer Lead and Support** Accounting software support and Developer lead.

**University CNCI and Independent Software and Hardware provider. January 2001 – January 2002**

Teacher

Owner of small company which provided new computer equipments and Developed small sales applications (Hospital, pharmacy and school)

**Knowledge:**

Visual Studio .NET (Framework 1.1 to 4.5), C# .NET, ASP, WebApp, CRM, UML, Reporting (Cristal Reports), Microsoft Project, SQL.Six Sigma, Personnel Training specialist. OFFICE Tools. Currently I’m working in Visual 2012.

**EDUCATION**

* MBA with major in Business Management, University of Baja California. Currently (Finish in December 2011) – Thesis (CRM Process to help Business Decisions)
* Computer Sciences, University of Puebla, 2002.
* Certified in NLP (Neuro Linguistic Programming)– Kore Star Las Vegas, Nevada (9 Months)
* Certificated in EffectiveBussinessWriting
* I was born in Mexico City. DOB15/02/78