|  |  |
| --- | --- |
| **Javier Samayoa** | Boca Raton 33433, FL  jsamayoa1@gmail.com ▪ 561.213.6711  linkedin.com/in/javier-samayoa-5660623a |

**Director IT Operations Profile**

*Technically-minded and resourceful professional with comprehensive experience in managing IT operations for multi-site international companies ( US, Canada & LATAM regions )within retail and financial industries*

Proven record of accomplishments in devising strategic plans, deploying cutting-edge information solutions, and addressing business improvement opportunities. Knowledgeable and experience in Scrum/Agile and PMI Project Methodologies. Transformational leader and critical problem-solver, managing large scale regional IT projects within time and budget. Highly skilled in project scheduling, staff mentoring, client relationships building, business/IT planning, and vendor management. Adept at directing and implementing operational activities for the IT operations service desk and providing support solutions for critical business systems. Instrumental in introducing key technology solutions to meet changing needs of clients, projects, and business environment. Creative communicator with ability to translate leadership’s vision into executable plans.

Highlights of Expertise

|  |  |
| --- | --- |
| * Strategic IT Infrastructure Planning * Custom Software Development * System Migrations/Integrations * IT Project Lifecycle Management * Costing & Budgeting | * Project Planning & Management * Database Design (RDBMS) * Enterprise Wide Implementations * Requirements Gathering & Analysis * Team Building & Leadership |

**Career Experience**

INVICTA STORES, Hollywood, Florida

*Devise and implement robust IT Strategy in line with short, medium, and long-term goals of the company. Lead and direct a team of professionals, including helpdesk, project managers, and network engineers.*

**SENIOR IT MANAGER** (2018 — Present)

Adopt best practices and procedures to ensure adequate management of infrastructure, HW, SW, and support for 60+ stores all over U.S and PR. Create roadmaps, project charters, business cases, communication channels, and organizational change management plan in coordination with department heads. Maintain roper check and balance on multi-year digital transformation program that helps in successful initiation, planning, design, execution, monitoring, status reporting, and closure of IT projects. Produce and share status reports and governance updates with management and stakeholders to keep them up-to-date with work progress.

* Enhanced operational efficiency by monitoring routine IT operations, contributing in agile ceremonies and backlog grooming, managing changes, resolving issues, and evaluating team performance.
* Successfully attained measurable outcomes by adeptly utilizing available resources, defining project scope, formulating budget, mitigating risk, and strengthening relationships with vendors.
* Defined and developed internal KPIs using power BI tools for the company that aided in determining how effectively company achieved key business objectives.
* Created and employed IT strategy to meet business goals, resulting in sales increased by 30% in 2018.
* Designed and developed warehouse management system to increase efficiency, lowering times by 30 min.

SCOTIABANK, Toronto, Canada

*Administered a regional team of application developers designing, constructing, integrating, testing, and supporting deposit products and channel applications by using Agile/Scrum project methodologies.*

**Senior Manager Retail and Channels Systems development for LATAM** (2015 – 2018)

Led and directed an offshore outsource software development team from India working on development of software as well as ensured availability of resources, processes, methodologies, and tools to facilitate various projects and existing production systems. Utilized excellent communication skills while negotiating IT project requirements and expertly developed project schedule, deliverables, and quality code. Built and assigned a cohesive development team, coordinated resources, delivered technical support, and employed standard development practices for applications assigned to portfolio. Fostered congenial working relationships with peers, business lines, and stakeholders to confirm smooth running of functions. Recruited and trained team members as well as provided constructive feedback to enhance performance.

* Steered efforts towards assessment and selection of vendor product and conducted code reviews and functional reviews, ensuring quality, efficiency, and timelines.
* Established and retained an effective communication channel with enterprise groups that managed scope, schedule, budget, risk, and resources.
* Achieved scheduled milestones to guarantee attainment of project objectives in compliance with the IT technology roadmap and defined standards.
* Devised and executed quality improvement activities for the department and adeptly dealt with assigned projects and department budgets.
* Adopted and implemented new technologies and made expert recommendations with a focus on improving IT processes.

UNICOMER GROUP (Retail Company in 19 countries (USA, Caribbean, Latin America)

*Defined strategic direction, plans, and goals related to regional IT functions for the LATAM and Caribbean region. Applied best practices and procedures to effectively manage Magento e-commerce for the LATAM Region.*

**Senior IT Manager** (2012 – 2014)

Planned and implemented innovative e-commerce and e-business solutions, internet technologies, and telecommunication strategies to enter into B2C and B2B market using Magenta E-commerce platform. Spearheaded the PCI-DSS certification Level 1 with Trustwave and adeptly managed the payment processor for the e-commerce platform. Used Microsoft Hyper V to lead virtualization project consolidating servers and saving energy and money for company. Supervised active directory of the company under a Windows server 2012 R2 and oversaw all regional IT projects (Voice / IP implementation, ERP, global network) for seamless execution of work. Led and directed IT staff and focused on strengthening relationship with IT vendors.

* Improved processes efficiency by consistently observing IT services (network performance, IT security, web site, ERP performance).
* Spearheaded overall activities related to database migration project from MySQL server to Microsoft SQL Server 2012. Took appropriate initiative to ensure adequate management of a regional IT budget of $3.5M.
* Ensured smooth running of technical functions by overseeing Microsoft's Exchange email server for the company, managing SLA's for managed services, and monitoring data center, upgrades, and maintenance.
* Revised and approved all IT policies and procedures and implemented strategic regional IT plans, which included system validation, software validation, equipment test, and system integration.
* Headed and directed overhaul of IT infrastructure to cut data processing time by 60% over 2 years.
* Increased sales up to 25% by managing Magento e-commerce for the LATAM Region.

FINCA INTERNATIONAL (El Salvador)

*Spearheaded and managed overall activities of Oracles's Flexcube implementation.* Led and supported a team of 15 members, including developers, project managers, IT Security, and DBA.

**IT Manager (Contract)** (2012)

Negotiated, contracted and supervised ITIL implementation for IT department. Oversaw and completed regional large-scale projects (Automated real time transactions between the branches and central office).

* Formulated and carried out regional IT strategic annual planning and confirmed effective management of IT Security between nine branches and central office, which resulted in avoiding any hacks.

Additional Experience

**IT Manager** ▪ Merlet Industries (Apparel Industry for: Puma, Reebok, Nike, and Levis, Under Armor)

**Regional IT Manager** ▪ USAID (Contract)

**Head of Internet** ▪ HSBC Bank, El Salvador

**Education & Credentials**

Instituto Tecnologico de Monterrey

**Master Degree in E-Commerce**

Colima University (Colima, Mexico)

**Computer Engineer Bachelor Degree**

***Professional Development****:*

*Diploma in RUP (Rational Unified Process)*

*Diploma in Strategic annual Planning from Columbia University EATI*

*Project Management Based on PMI Diploma, Unicomer Group*

*Business Communication Language, Ryerson University (Canada)*