

JEZZAMINE D. MARI

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Experienced IT project manager in banking and telecommunications industry with business analysis experience in IT infrastructure. Skilled in program management and stakeholder management.

EDUCATION

University of the Philippines
Master of Technology Management

Diliman, Quezon City
Graduation Year: 2018

Silliman University
BS in Information Technology
Cum Laude

Dumaguete City
Graduation Year: 2005

WORK EXPERIENCE

- **Project Manager**

Quantum Technology Group, Guam, July 2022 – March 2023
Client: Bank of Guam, TASI Bank San Francisco

Project Manager for Bank of Guam's retail/consumer and mortgage/residential loans origination systems, e-Banking enhancements and TASI Bank's credit underwriting, with project budgets ranging from USD \$20,000 to \$500,000.

Projects:

- Retail Lending Automation Program
- Pre-Funding
- Underwriting Automation

- Leads all aspects of projects from initiation and planning, execution, monitoring and controlling, and vendor engagements.
- Oversees tasks involved in IT solution procurement from Vendor Research, Product and Deep Dive Demos, RFI and RFQ, Scorecard Development and Evaluation, Technical Assessments and Vendor Due Diligence.
- Devises project plans and activities, monitors and tracks progress.
- Manages project risks, issues and roadblocks.
- Builds relationships with vendors and other third-party service providers.
- Leads bi-weekly project team updates, and weekly Executive updates to the Bank's Senior Management.

- **Product Specialist**

Smart Communications, Inc., January 2019 – June 2022

Working as Program cum Project Manager for PLDT Home Business Ka-Asenso and PLDT Home Rewards and Loyalty programs, with an average of 15 concurrent projects per program which are medium to complex capability builds, as well as business as usual initiatives.

Projects:

- Home Biz 2022/2021 Ka-Asenso Fiber Plans
- Home Rewards and Loyalty Program Relaunch

➤ PLDT Home Direct Carrier Billing for Viu and HBO Go

- Handles multiple projects within a program thru pipelining and management of prioritization and interdependencies.
- Allocates resources to priority projects to meet target product launches.
- Provides regular project delivery updates to stakeholders.
- Leads the evaluation of solutions with subject matter experts and business stakeholders to ensure all business requirements are scoped.
- Works with cross functional teams to ensure readiness and operationalization of products.
- Builds partnerships with Business and Tech team to promote cohesive working relations.

• **Product Officer**

Smart Communications, Inc., May 2015 – December 2018

Working as end-to-end Project Manager under Service Delivery team of Digital Product Development at Smart Communications. Handles financial services, partnerships, and messaging Value-Add Services projects.

Projects:

- Entertainment Direct Carrier Billing - Apple (App Store, iTunes, Apple Music), Netflix, Spotify
- Gathers business and technical requirements
 - Elaborates and reviews requirements with Finance, Revenue Management, and Customer Experience groups
 - Initiates and coordinates technical solutioning with IT Security, Platforms, Network and Engineering groups
 - Prepares project summary, work plan and schedule, and communications plan
 - Manages schedule and resources for every activity
 - Monitors and tracks progress, issues and risks
 - Prepares periodic project updates

• **Consultant**

GenPact Headstrong Capital Markets, February 2011 – May 2015

Client: Deutsche Knowledge Services, Taguig

Projects:

Process Transitions

Management and implementation of IT infrastructure requirements of processes that are being off-shored from Deutsche Bank locations (US, EMEA, APAC) to DKS Philippines Service Centers.

- Creates and develops project plans for milestones and deliverables
- Gathers and validates application and IT infrastructure requirements
- Conducts impact analysis of IT requirements
- Coordinates testing pre-workshadow and pre-go-live
- Researches on the deployment and implementation of applications
- Manages Service Requests and Incidents in ITSM tool
- Mediates between the end-user and technical support groups
- Updates IT Knowledge Base

IT Services Cost Reduction

Operational Excellence activities in the reduction of consumption-based IT services.

- Works with Services Manager to identify cost reduction opportunities
- Monitors and conducts regular recertification of IT services
- Creates periodic stakeholder reports, generates MIS

email Migration

Requirements gathering for the migration of personal and group mailboxes from Lotus Notes to MS Outlook. Completed 85% migration.

- Gathers the requirements from Domino Directories, LDAP, Active Directory, and other tools for 2300+ personal mailboxes, 400+ group mailboxes
- Tests mail encryption, archiving, and quota implementation
- Coordinates testing, migration schedule, and trainings

- **IT (ERP) Support**

Burrda (Brand)/ GSSM, Qatar, June 2008 – November 2010

Working in a multi-cultural organization as IT Support focusing on ERP Distribution Modules.

BA-related role

- Participated in outlining the requirements of a new ERP in Sales and Distribution modules.
- Discussed to the Project Manager, Solutions Architect and Software Consultants the current actual business workflow and suggested workflow improvements with business process charts and diagrams.
- Acted as a liaison between the software vendor and the software users in identifying and tracking issues, and testing and implementing solutions
- Created user and technical manuals and aides to facilitate faster user acceptance of the software solutions

Helpdesk-related role

- Provided support in ERP Purchasing, Inventory, and Sales Orders Processing of Microsoft Dynamics Great Plains, and Orion ERP (Oracle platform)
- Assisted in reports generation for top level management consumption
- In charge of validating data prior to upload in the system
- Provided support in other areas of IT - in business productivity software, hardware and network equipment

SKILLS AND TRAININGS

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- *Certificate:* Agile with Atlassian Jira – Coursera, December 2022
 - *Skills:* Stakeholder Management, Project Management, Business Analysis, Effective Communication, Excel VBA
 - *Trainings:* Contracts and Their Negotiation: An Experiential Perspective, Obligations and Contracts Review, Essentials of Project Management, Bringing Business Solutions to Life, Supervisory Development Program