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PROFESSIONAL SUMMARY

History of orchestrating successful IT Projects for over 15 years: Infrastructure (70%) and Development (30%). Eclectic Technologies and Industries. Vendor Management, Financial Analysis experience. Extremely adaptable and experienced with multiple sized teams and budgets. IT Audit acumen.

INDUSTRIES

Financial, Transportation, Healthcare, Manufacturing, Education, Telecommunication, Internet, and Entertainment.

SKILLS

- Project Management tools, reporting and lifecycle, proficient at all PMO maturity levels and Governance, Risk/Issue handling.
- IT Audit issue resolution.
- IT full scope audit responses
- Scrum/Agile 4 yrs.
- Waterfall 10+ yrs.
- Fully English/Spanish bilingual
- Implement 5G in building
- Google Cloud Platform Fundamentals
- Amazon Web Services Fundamentals
- Amex SDLC – Agile Methodology
- Communicating at all levels of Management
- Microsoft Office & 365, SharePoint, Visio
- Google Sheets, Docs, Slides, Forms
- Visual Basic
- Jira
- Clarity, Primavera, Microsoft Project
- Business Analysis
- Kanban
- Microsoft Share Point: Site Administrator, Analyst, User
- Mind Maps
- Financial Analysis.
- Networking – Data Center (tcp/ip, VoIP, routers, switches, satellite, fiber, wireless)
- Oracle basics
- Mercury Quality Center
- Apple IOS programming fundamentals
- Structured Programming
- Fortran, Cobol, Assembler, PL/I, RPG
- Linux Administration
- Quality Customer Service
- Satellite Data Communications
- ON/2 SFS General Class & Internals
- Ariba, Oracle as a user
- Informatica Power Mart-Center as a user
- Mainframe programming languages (Cobol, RPG, Assembler, PL/I, Fortran)
- Mainframe Systems Programming
- Cisco and Nortel Voip communications (Call Center, PBX)
- Midrange (System 36, Stratus)
- Mac OS/X

IT Project Manager, 04/2021 to Current

Fiserv, Mindlance – Remote

- Contractor for LatAm Call Center Operations, supporting acquisition conversion.
- Project Management support for PMO

IT Vendor Specialist-Project Manager, 09/2018 to 10/2020

MagicLeap – Plantation, FL

- IT Vendor manager, supporting all related contracts, Financial analysis, new services and streamlining IT costs. Realized Savings of \$1.7m/year.
- In building 5g (AT&T) Project Management
- Site and Data Center infrastructure related projects (new, relocation, closing) following PMO.
- Support Cloud Architect on financial and contractual tasks along with some configuration. (Google GCP, Equinix Fabric)
- Work closely with Legal, Procurement, IT Architects, and Project/Product Managers to provision cost effective network solutions.
- Engage vendors for ML product fast tracking.

Project Manager-Financial Analyst, 01/2009 to 01/2018

DHL, Auxis – Plantation, FL

- Analyzed projects for capital deployment and helped structure multi-million dollar contract for DHL Americas. Reporting to Bonn DHL PMO governance body.
- Contracted 4 times in 2009, 2011, 2013, 2018 for a total of 5+years total duration
- Structured tools (Excel and SharePoint) to collect, process and report from vendor responses and country input.
- 5 year Contract value for initiative: \$8.3MM, average savings of 15%.
- Stakeholder communications: weekly status meetings, dashboards.
- Extract Data Warehouse spend and category information for analysis.
- Vendor management and communications.
- Resource allocation, matrix for in-country resources.
- Issues tracking, risk analysis and mitigation.
- Developed financial models for projects and presentations.

Project Manager, 06/2017 to 10/2017

Nominum

- Latin America Internet software Implementation Project Manager, assigned to highly visible customer in Mexico (Telmex).
- Client liaison for project deliverables.
- Managed resources, risks and issues, reflected on viable deployment.
- Followed company and client PMO standards.

Project Manager, 02/2017 to 05/2017

AT&T, KForce

- Member of ATT.COM User Experience Technologies Front Door group, covering initiation phase high level estimation for Consumer and Business initiatives.
- Handling small to large scale customer portal initiatives, evaluating impacts and assigning to internal SME groups for process disposition.
- Coordinate any Program or Project Manager Communications and requests between SME, Architects and Development teams.
- Streamlined tools and initiatives in SharePoint for report production and task automation.
- Throughput of 10 daily requests for estimation.

IT Project Manager, 06/2015 to 09/2016

AT&T, ZeroChaos

- Engaged to support Latin America VoIP Call Center Technologies implementations after a previous successful tenure with Thomson Reuters.
- Support outsource contract teaming up with IBM.
- Assist with Project management framework, including communications, resource, risk and issues.
- Provide for Business Analysis as necessary.

IT Project Manager, 11/2014 to 05/2015

American Express

- Managed Credit Bureau related development projects.
- Following Amex Agile SDLC Project Management methodology, communications, resource, risk and issues.
- Handling multiple project portfolios (3 to 10). Technical translation to Spanish and Portuguese.

Project Manager, 12/2013 to 10/2014

Thomson Reuters

- Engaged to support Latin America VoIP Call Center Technologies.
- Assist with Project related activities for planning and implementation.
- Furnish with Business Analysis and Project Management advising for each phase.
- Technical translation to Spanish and Portuguese.

Project Manager- Business Analyst, 06/2012 to 02/2013

American Express

- Led the Communications Capabilities Business team on multiple System Development initiatives, Waterfall and Agile methodologies, and main project based on ServiceNow, under Amex Agile.
- Responsibilities include Business Analysis, Backlog Product Manager, process flow documentation and translation into the Product Log as requirements.
- Quality center scripts development and execution.
- Value of managed portfolio: \$2MM.

- PMO Information Systems: Clarity & Share Point.

Senior Project Manager, 06/2010 to 12/2010

HCA, Hospital Corporation of America

- Manage Clinical and Hospital software implementation to support enhanced workflow, Federal and State regulations, Patient electronic records systems as well as real time reporting as part of HCA's meaningful use strategy.
- Clinical and Supply Chain Software updates and upgrades coordination and management for divisional Hospitals.
- Proof of concept Project Management for Emergency Room (ER) cardiac arrest information transmission from ambulance to hospital for an increased 30% survivability for STEMI (myocardial infarct) patients.
- Coordinated with County, State, Competitor Hospitals and private ambulance services.
- PMO support for Project resourcing, reporting, management and governance.

Project Manager, Royal Caribbean. Endpoint and server Security project

06/2008 to 01/2009

Sr. Project Manager, Siemens. Network and Data Center

05/2007 to 05/2008

Project Manager III, Dell. Web regionalization, LatAm

09/2006 to 04/2007

Divisional Project Manager, Kaplan University. Multimedia, servers, email, VoIP

05/2005 to 08/2006

Project Manager, Citibank-Banamex. M&A support, security perimeter firewalls

11/2003 to 04/2005

Project Manager, Washington Mutual and Citibank. Infrastructure refresh, IT audit finding resolution

02/2002 to 10/2003

Citigroup, Regional Project Manager. Infrastructure, network, security, IT Audit responses

04/1996 to 12/2001

Citibank, Country Field Services Director. 01/1993 to 03/1996, LAN-WAN service desk

Micro Ware Systems, Director. 01/1992 to 12/1992, Transactional software

American Express, Country Telecommunications Manager. 05/1987 to 12/1991

EDUCATION

Bachelor of Science: Electronics and Communications Engineering

Universidad La Salle

- Thesis-Dissertation: Design of a distributed computer system

Master of Computer Information Systems

University Of Phoenix - Plantation, FL

Earned 30% credits

AFFILIATIONS

Mexican Deaf Project as Technical and Project Advisor

Toastmasters International

Apple Developer

PUBLICATIONS

Technical Editor for an International Electronics' Monthly Magazine from 1991 to 2004.

Translating-Editor for Technology Musical Teaching methodology since 2003.

CERTIFICATIONS

- Project Management Professional (PMP)
- Scrum Fundamentals
- Kanban Foundation I
- Six Sigma Yellow Belt
- Total Quality Management
- Harvard program on negotiation method
- Business Negotiation Skills
- Motorola Introduction to Quality
- Time Management