

Alejandro García

Core Skill:

Project Management

Industry Verticals:

Banking

Telcos

Media

Healthcare

Technology

Tools & Techniques:

Agile

PMI

Jira

Scrum

Summary:

Telecommunications Engineer, Project Management Professional, and ITIL v4 foundations certified, with extensive experience in management, analysis, and operation of IT Services for different industries such as telecommunications, banking, media, and health care, working in multicultural environments providing value to customers and end users. Skilled in Customer Service, Customer Relationship Management (CRM), strategic project management, and Business Process Improvement.

Qualifications:

Educational Background:

Telecommunications Engineer, Universidad Distrital, 2013

Certifications:

ITIL V4 Foundation, AXELOS Global Best Practices, 2020

Project Management Professional (PMP), PMI, 2018

Spoken Languages:

Spanish, Native

English, B2+

Soft Skills:

Analysis

Autonomy

Client oriented

Management

Problem Solving

Risk

Strong Analytical Skills

Organization

PROFESSIONAL EXPERIENCE

Industry sector: **Healthcare**

Agile Project Manager

2023-05-01 – Currently

Project descriptions:

* Discovery into the Client's Application technology estate (code base, data, infrastructure), and preferred business, technology support, and software development processes; * Redesign of the AWS cloud service infrastructure to improve security, reliability and cost-effectiveness; * Redesign of back-end architecture to improve code quality and reduce code base complexity * Software engineering of production-ready front-end and back-end code to continue to evolve and improve against existing Client product functionality and features.

Responsibilities:

Responsible for the day-to-day management of their project within the constraints set out by the project board and sponsor and ensuring that the project produces the required products by the time, cost, scope, risk, and benefit performance goals.

Programming Languages:

Tools & Techniques:

Agile, Scrum, Confluence, Jira, GitHub, AWS services

Testing:

Industry sector: Media		
Service Delivery Manager		
2020-06-01 – 2022-12-30		
Project descriptions: * Provide a set of manage services such as Service Desk, Infrastructure support and EUC support * Ensure the correct operation and high availability of the client's infrastructure * Provide support to McC employees through the 24/7 help desk	Responsibilities: Managing day to day delivery of services in order to achieve the agreed Service Level Targets. Acting as a bridge between client-dedicated account teams and Managed Services and other shared delivery teams. Owning the transition of projects and services into live service. Acting as a single point of contact for client counterparts for end-to-end delivery of projects and services throughout the lifecycle. Managing Continuous Service Improvement Program. Reporting activity through a range of regular and adhoc reports.	
Programming Languages:	Tools & Techniques: AWS services, Linux, Microsoft Azure, SQL	Testing:

