

JOSÉ J. FUENTES AGUAYO

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SUMMARY

- Project Manager with demonstrated scheduling, cost control, risk management, leadership, business case writing and delivery in contract management, accounting, procurement, and business process improvement activities.
- Liaison between IT and administrative departments of the Federal, Private, and Non-Profit Sector focusing and implementing innovative and practical business solutions for complex business challenges while managing stakeholders expectations.

EDUCATION

Universidad Ana G. Mendez

MBA in Information Systems Technology

San Juan, PR

Expected graduation date: June 2021

University of Puerto Rico at Humacao (UPRH)

Bachelors Of Business Administration

Humacao, PR

May 2012

PMP Certification Course

PMI Project Management Professional Member License - 4499504

San Juan, PR

June 2016

WORK EXPERIENCE

eliteBco LLC - Elite Business Consultants | San Juan, PR

Project Manager

June 2012 - present

- Manage Agiloft's Contract Lifecycle Management (CLM) solutions.
- Generate product and process system documentation for all software projects.
- Generate project documents such as project schedule, risk management, issues logs, project budget, communication plan, project status report, project charter, meeting agenda and minutes, quality assurance (QA) test plan, and project management plan.
- Manage numerous technical projects for US, Canada, and Latin America locations for corporations in Biomedical, Healthcare, Research Institute, Government, and Education industries.
- Participate in the design, planning, and implementation of a \$13 million software solution for payment and reimbursement portal service infrastructure worldwide. Currently provide ongoing support and monitoring cloud services to support large volume of users.
- Provide administrative support for software applications and IT.
- Manage project definitions to include validated functional requirements, scope, roles, responsibilities, budgets, timescales, and resources.
- Lead the overall technical vision for a particular solution.

- Serve as main point of contact for all communications between customer, management, and company in addition to managing resources to ensure milestones are achieved within agreed timeframes.

Senior Consultant

- Identify, analyze, measure, and manage project risks, track records of expenditure, accounting, costing and billing, and conduct impact analysis to assess consequences of project deliverables.
- Collaborate with C-level department managers and directors to exchange information, present new approaches, discuss project status, and identify opportunities.
- Provide training for more than a 100+ audience as well as management and end user profiles.
- Business developer including proposal writing and project procurement.
- Implement accounting and procurement software solutions for the federal and non-for-profit sector with the design of workflows as well as management of stakeholder expectations.
- Manage the IT department to support 28 locations of Starbucks in PR throughout the merger with EFI (Empresas Fonalledas). Participated in decision making for new IT infrastructure.

POPULAR INC. | East Region Branches, PR

October 2007 - June 2012

Bank Representative

- Processed deposits, withdrawals, check cashing, and other bank transactions, including night deposits and ATM.
- Processed sensitive data credentials in electronic bank structure systems, including contact information and, commercial cash deposits account.
- Identified opportunities to cross-sell bank products and services, and provided referrals to appropriate account managers.
- Provided new staff training on operational processes and compliance.

SKILLS

Databases	Windows Server 2008-2016, Oracle DB, SQL, MS Access
Operating Systems	Most Windows OS, Apple OS
General Software	MS Office 365 applications, Visio, Project, VMware, Sage 300 ERP
Technical Skills	IMB Cloud, Salesforce Integration, Symphony Enterprise Management
Agiloft Modules	Contract Management, CRM, BPM, ITIL
Abila Modules	MIP Fund Accounting, Fundraising CRM
Microix Workflow Modules	Requisitions, Inventory, Budget, Timesheet
Infrastructure Systems	Active Directory, Domain Controllers, networking, email admin services
Hardware	Cisco routers, server setup, Ricoh and Xerox, Oracle/Micros Res 3700
General Skills	Business Analysis, Software Integration, Agile Methodologies Software Development Life Cycle (SDLC), IT Service Management, Business Process Design, Pre-Sales activities, Gathering Customer Requirements, Following and Measuring Development Process
Languages	Fully proficient in English and Spanish.

REFERENCES

Available upon request.