

# AWS Project Manager



Farmington/Michigan



## SOFT SKILLS

7/10

Learning Management Systems

8 / 10

Quality Assurance

9 / 10

Project Management

10 / 10

Client Relationship

8/10

Process Improvement

## TECH SKILLS

8/10

Microsoft Project

8 / 10

SharePoint

8/10

Microsoft Visio

9/10

Tableau

6 / 10

Microsoft Power Bi

## ABOUT ME

*Highly innovative professional with 8+ years of experience leading global projects within IT, HR, and Quality Assurance. Also, broad experience on developing and providing training support to end users and business partners using systems such as Skillsoft, SumTotal and Adobe Connect.*

## EXPERIENCE

*Fujitsu Mar 2022 – today. **AWS Project Manager***

Lead AWS Portability Global Project to transfer service desk customer accounts from their local carrier into AWS Connect platform which represents costs savings of \$2 million per year. Also support Procurement data maintenance and cleanup for better account support.

*Amazon – Feb 2021 – Feb 2022. **Senior Project Manager***

Global projects related to candidate onboarding process through Salesforce, Peoplesoft and ICIMs systems as well as meet legal terms of employment and work authorization processes, this generated total savings of 20+ Headcount. Program Manager for High Volume Hiring process creation.

*Amazon – Jul 2020- Jan 2021. **Senior Quality Analyst***

Support the Customer Service Operations team for Brazil through QA and route cause analysis to improve customer satisfaction. It included to have 2 direct reports supporting data mining. Lead Project to expand quality sample process and data mining.

*Fiserv – Mar 2019- Jul 2020. **IT Project Manager***

IT migration/upgrade projects for financial institutions across the United States. Coordinate between different technical resources from customer side and internal. Successfully implemented over 25 projects total sales invoiced over \$1.5 million.

## EDUCATION

### Business Management/Bachelor

*Universidad Latina de Costa Rica*

2013-2016

### Business Coach Certification *George Washington*

*University 2020*

ITIL V2, V3 Certified. Yellow Belt Certified.

Scrum Master Fundamentals.

Scrum Master Certification In progress Project Management

Training.

PMP Certification In progress

## LANGUAGES

Spanish Native

English Highly Proficient Level

Portuguese Intermediate Professional Level German Basic

understanding, in progress.

## EXPERIENCE

### *Citibank – Sept 2016 – Feb 2019. **Quality, AML, and Compliance Manager***

Lead 25+ quality analysts and 3 Front Line Managers to support Know Your Customer Program. Lead projects for standardization of the review process, Quality Scorecard, Operations Teams backlog to zero as well as address Internal Audit findings.

### *Citibank – Jul 2015- Sept 2016. **HR Project Manager***

Lead projects for internal solutions used by Citibank Managers worldwide for Talent Development, Compensation, Time Tracking and Performance with an impact of over 10.000 end users. Implement standard solutions for LATAM Region on time off and benefits tracking.

### *Citibank – Mar 2014- Jul 2015. **HR Senior Business Analyst***

2<sup>nd</sup> – 3<sup>rd</sup> level support for HR internal systems as well as liaise with development teams for solutions roll out. Lead project to reduce ticket escalations by 40%.

### *Intel –Jul 2006- Aug 2013. **IT Project Manager / Team Manager***

Own and implement projects for Case Management migration, IT Service Desk Employee Engagement events and Career Development Programs. Manage different support teams within IT, HR and Finance as well as lead recruiting process for over 50 positions for service desk roles.