**Maria B. Romero, CSPO, CSM, MFA**

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| **SENIOR PROJECT MANAGER** | | | | | | |
| Project Management leader with over 15 years of experience in delivering impactful solutions for businesses and organizations within the Telecommunications and Media industries. | | | | | | |
| **CORE COMPETENCIES** | | | | | | |
| |  |  |  | | --- | --- | --- | | • Software Development | • Mobile Applications | • Digital Transformation | | • Infrastructure Modification | • UX/ UI | • Risk Assessment and Mitigation | | • Data Migration and ETL | • IT Security | • Budgeting and Cost Control | | • Cloud Services, AWS and  Salesforce | • Quality Assurance  And Automation | • Documentation, Reporting  and Analytics. | | | | | | | |
| **PROFESSIONAL EXPERIENCE** | | | | | |
| **T-Mobile**  **Senior Project Manager/ CSPO - ETS Billing & Technical Product Solutions (Contract)** | | | | 04/2022 – 12/2022 | |
| • Delivered ERP and billing platform capabilities that serve 18 million Metro by TMO users. This resulted in the release of new features 30% faster and, therefore, a 15% drop in user-reported issues.  • Achieved a net promoter score of 8.5 out of 10 from end-users after implementing major changes on two customer-facing workstreams, with budgets totaling $10.2 million.  • Led to a 20% increase in team productivity, while applying agile methodologies to manage project timelines and budgets. | | | | | |
| **COMCAST**  **Project Manager IV/ Scrum Master – Business Intelligence Division (Contract)** | | | 10/2021 – 04/2022 | | |
| • Empowered over 100K employees by developing an enterprise-wide program strategy that supported COMCAST Call Centers and on-site Training applications.  • Released six significant changes for the Division portfolio, valued between $300K and $1.2MM each, while ensuring strict adherence to department objectives and alignment with the organization's quarterly goals.  • Implemented Scrum best practices to establish streamlined development processes, resulting in a 15% increase in platform traffic, a 25% boost in feature usage, an 8% growth in documenting customer interaction, and an 11% improvement in overall user satisfaction and emotional connection to the company. | | | | | |
| **Tracfone Wireless - Verizon**  **Project Manager II/ Scrum Master, Product Development Team (Full-time)** | | 07/2015 – 10/2021 | | | |
| • Defined and executed a business procedure to facilitate the on-boarding of device OEMs and drive the SIM certification process with OEMs, MNOs and SIM vendors for retail and BYOD programs, resulting in serving 21MM users and increasing customer satisfaction by 20%.  • Managed software and hardware enhancements project by implementing the Unlocking Process for Androids and IOS devices (2.8MM).  • Created a cloud-based inventory management system for SIM. This system led to a 65% improvement in SIM management efficiency and a 35% reduction in lost or misplaced inventory (SIM Serialization, 5MM).  • Launched the first Tracfone IoT device, the K1 Personal Signal Device (3.1MM)  • Provisioned and configured virtual machines, storage, networking, and other resources within the Verizon cloud environment to deliver the eSIM Application for IOS, with a projected revenue of $7.5MM. | | | | | |
| **Tigo - Millicom International Cellular**  **Project Manager, Trade Marketing and Distribution (Full-time)** | 01/2012 – 06/2015 | | | | |
| • Designed and executed a comprehensive trade marketing strategy for designated markets, resulting in a 19% increase in Tigo brand awareness, a 7% increase in customer acquisition, and a 2.8% increase in customer retention.  • Achieved a 12% increase in total revenue for the quarter by developing and implementing a new solution that streamlined activation processes and created upselling opportunities for wholesalers, retailers, and distributors.  • Reduced operating costs by 16% while overseeing contract negotiation, performance evaluation, and payment processing with suppliers. | | | | | |
| **Orange - France Telecom North America** | | | | | | |
| **Project Manager - Orange Online and Mobile Properties for the Americas (Full-time)** | | | | | 01/2007 – 12/2011 | |

• Orchestrated the redesign and integration of Orange mobile and online platforms with a new commerce solution, resulting in a 20% increase in monthly customer transactions revenue.

• Conducted technical site analyses for active portals, identifying underlying technical issues, and applying ongoing optimization efforts, which improved website load time by 30%, increasing traffic and average session duration to 13%.

• Established strategic partnerships with top-tier clients, including Procter & Gamble, Microsoft, Dell, and Autodesk, delivering ongoing value-added services, and cultivating long-term relationships, which generated a 40% increase in client retention rates.

**EDUCATION**

M.A. in Communications, University of New Orleans - New Orleans, LA.

B.A. in Communications, University of Zulia - Maracaibo, Venezuela.

**TRAININGS & CERTIFICATIONS**

CSPO, Scrum Alliance – 03/2023

CSM, Scrum Alliance – 09/2019

PMP Training Certification, PMI – 06/2015

**TECHNICAL SKILLS & LANGUAGES**

**Languages:** Native Spanish Speaker and Advanced Proficiency in English.

**Project Management Tools:** MS Project, Jira, Confluence, Smartsheet, Monday.com, Asana, Clarity, Salesforce,

Azure DevOps, and Amdocs.