ERICKA DARIUS

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TECHNICAL PROJECT MANAGER

Operations professional with demonstrated experience managing technical projects and providing superior solutions for company initiatives in a range of sectors. Seasoned Project Manager who transitioned from a Technical Account Manager role, crafting and deploying technical solutions tailored for diverse clientele. Proficient in application configuration, development operations, project oversight, service provision, and alpha version testing. Adept at developing technical solution architectures within different lower-tier environments, serving government agencies, Core competencies include:

Project Management | Client Relationship Management | Troubleshooting | Solution Architecture |

Communication & Presentation | Agile + JIRA methodologies | IT Project & Program Management |

Strategic Consulting | Technology Integration | Capacity Building | Data Analysis & Reporting

WORK EXPERIENCE

VISA 1/2024 – Present

Technical Project Manager (1/2024 – Present)

* Collaborate with the product/technical team to support stakeholder initiatives and establish Objectives and Key Results (OKRs).
* Collaborate with cross-functional teams to address product hurdles and negotiate product compromises.
* Introduce internal technological approaches to engineering stakeholders regarding product transition and issue mitigation.
* Organize sprint planning and distribute Asknow tickets concerning specific initiative problems.

Technical Account Manager (1/2023 – 1/2024)

* Organize a group of Subject Matter Experts (SMEs) and manage the implementation of a significant project for real-time banking payments.
* Educate clients on products, their functionalities, and features, and supply technical documentation.
* Record and respond to feedback from customer experiences.

KASEYA 4/2022 – 12/2022

Sr. Account Manager

* Managed the end-to-end project lifecycle for 15+ clients, from requirements analysis to deployment and support.
* Conduct regular meetings, business planning sessions with target partners.
* Work with regional sales manager, director, and local sales teams to implement BCDR solutions and server upgrades.

E-PAY 4/2018 – 12/2019

World Account Manager

* Advise small enterprises on selecting appropriate software solutions tailored to their business requirements.
* Sustain client relationships by addressing points of sale, PCI, and SOC compliance standards.
* Fostered connections, propelling project management efforts.

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EDUCATION | CERTIFICATIONS

Associate of Science in Information Technology

Miami Dade (North), Miami, FL

Bachelor of Arts in Fashion Merchandising

Clark Atlanta University, Atlanta, GA

AWS Cloud Partitioner Certificate

ADDITIONAL LANGUAGE

Creole/French (fluent)