

Jamie Alvarez
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Experienced Project Manager with a proven track record in defining project scope, objectives, timelines, budget, and resources with successful software rollouts across Latin America. Demonstrated expertise in directing EMV Processor projects and ensuring compliance with global standards leading cloud-based digital solutions provider for financial institutions. Skilled in infrastructure initiatives and managing large-scale e-commerce solutions, with a strong background in risk assessment, working with technical internal/external teams developing enterprise-class solutions, Agile/SDLC PMBOK methodologies, and effective stakeholder communication.

PROFESSIONAL EXPERIENCE

FIS

Project Manager

June 2022 – June 2024

- Defined project scope, established timelines, and identified dependencies to ensure project control and successful outcomes of all phases while tracking budget, risks, and issues
- Oversaw project management using Planview and Jira, ensuring precise tracking, monitoring, and issue resolutions for internal and external clients, conducting daily stand-ups
- Conducted risk assessments, coordinated business testing, executed plans for successful software rollouts, and provided weekly status updates to the PMO, sponsors, and stakeholders
- Collaborated with global and virtual teams, facilitating effective communication and coordination throughout the project lifecycle process improvements, systems updates
- Managed Jira and DevOps tickets, ensuring prompt resolution and greater efficiency/effective stakeholder communication in the delivery of quality solutions

Mindlance Inc - Fiserv

Project Manager

October 2020 – June 2022

- Directed EMV Processor projects for credit card payments in the US and LAC regions, ensuring adherence to global standards in an agile environment. Proactively managed cross-functional teams to establish interdependencies, identify risks and resource constraints, and eliminate significant roadblocks promptly.
- Works closely with stakeholders, senior leadership, business partners, and delivery and program leaders to control cost, identify dependencies, and resolve cross-program or strategic issues to successfully meet, and support the portfolio both internationally & domestically

Mindlance Inc - American Express

Product Certification Project Manager

October 2019 – October 2020

- Manage the Acquire/Issuer Certification process in the US and LAC regions, maintain compliance with Amex standards working with card issuance, card processors, card networks, and card vendors. Guided EMV digital project's contactless implementation, chip migration, and mobile wallet integration, improving risk and quality outcomes by 30% and ensuring compliance with EMVCo standards.
- Partnered on risk assessments and testing plans, supporting country rollouts with global and virtual teams, best practice management structure and processes are implemented and managed to drive scope management and on-time/on-budget development and deployment.
- Managed Jira and DevOps tickets, ensuring prompt resolution and greater efficiency/effective stakeholder communication in the delivery of quality solutions
- Managed project certification from initiation through completion, enhancing UAT/BETA validation and POS/ATM transaction accuracy by **40%**

Mogul Capital LLC

Infrastructure/Networks/Developer Manager

March 2015 – September 2019

- Spearheaded cloud infrastructure/application projects leading global hospitality across Latin America, improving cost efficiency by **25%**, reliability by **30%**, and project success by **40%**
- Lead and manage projects from conception through completion to ensure success as defined by adherence to standards of scope, budget, and timeline
- Executed financial deployment of ERP/CRM and Financials data migration solution to cleanse and consolidate DBMS AS/400 and Oracle legacy systems, provided technical SME support.
- Collaborated with cross-functional teams, optimizing project performance and ensuring timely completion within budget, proactively identifying recommendations/solutions to resolve project challenges, considering alternatives, and resolving issues with stakeholders and Technical leads.

K-force -Lennar Builder

Infrastructure/Applications PM

March 2015 – February 2016

- Managed infrastructure projects including a \$8M, Networking, Disaster Recovery, and National office network refresh and JDE DBMS AS/400 and Oracle legacy systems, provided Agile technical SME support to the team/unit's communication in the delivery of quality solutions
- Provide direction and guidance to managers and oversee the program's output and product by promoting cooperation and collaboration. Works closely with stakeholders, senior leadership, business partners, and delivery and program leaders to control cost, identify dependencies, and resolve cross-program or strategic issues to meet successfully
- Manage and execute key projects and programs to ensure deadlines are met, and potential roadblocks and risks are anticipated, escalated, and solved.

Experis - MasterCard

Account Project Manager

January 2014 – February 2015

- Designed and managed EMV project workflows, including executive dashboards for projects in the Caribbean and Latin America
- Applied Agile/SDLC methodologies, accelerating speed to market by **30%** improving risk by **25%**, and enhancing quality and payment authentication outcomes by 20% Produce accurate and timely reporting of program status throughout its life cycle.
- Governed the full digital project lifecycle within the Reservations portfolio, enhancing throughout and delivering software solutions
- Define and manage the project management processes, implement best practices, and champion ongoing process improvement.
- Completed Agile/SDLC phases, ensuring successful project completion and stakeholder satisfaction

EDUCATION

Senasofiaplus.edu.co (Spanish)

Human Resources Management

Currently Attending

Keller Graduate School of Management

2012

Master Business Administration – Master Program Management

DeVry University

2010

BS Technical Business Management

Other:

Technical Skills: Plainview PPM, Jira SDLC, MS Program/Project, Clarity PPM, Confluence, Visio, SharePoint, MS Office. Hyperion, PMBOK, SDLC/Agile, Waterfall Methodologies, MCSE, ISO858/Scrum training. AS/400, IBM Developer, JDE, ATM's, P.O.S. AutoCAD, Cognos Powerhouse, Sabre, MS Outlook,