**Guillermo "Gill" Morales, PMP-PMI**

Coral Springs, FL

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Senior PMP/PMI-certified project manager with experience providing End-to-End life cycle management over small-mid- large-scale IT & Strategic corporate implementations Programs/Projects. Excel at liaising between business and technical areas to achieve on-time, on-budget, and on-spec project completions. Able to merge customer and user needs with business requirements, budgetary restrictions and logistical considerations to meet project deliverables.

**Key skills**

* Project Lifecycle Management, Business Transformational, Product and Software Delivery
* EQ leadership, Relationship Management, Thought Leadership, Strategic and Operationally oriented
* Enterprise Implementations: Technical and Non-Technical
* System Migrations, Data Migrations, Digital Delivery
* Requirements Definition & Analysis, IT ticketing systems: Service Now, Freshdesk, SysAid
* Project Scheduling, Project Cost, Project Controls
* Team Building & Leadership
* Project Budgeting & Cost Controls
* Quality Assurance, Analytics, Cyber Security
* Process Mapping, UCAAS, CCAAS, APIs, Oracle NetSuite
* Project Management Software: Smartsheet, asana, Monday.com, MS project, Jira, Clarityppm, Miro, Visio, and several others
* Authorized to work in the US for any employer

**Work Experience**

**Program Manager(Delivery Solution Services),**

**Sayari (Contract position)**

**Third Party Risk Management (TPRM) & Counter Intelligence , November 2024 - February 2025,**

* Led the programmatic build-out of the Third Party Risk Management Platform, “Sayari Guide”.
* Consulted on the "Commercial Enterprise" for the Delivery Solutions Team, focusing on governance, intake forms, infrastructure, templates, and vetting the appropriate project management platform.
* Provided client-facing consultation on the bespoke build-out of TPRM platforms for major companies including ExxonMobil, Google, Shaw, Citi, Honeywell, and Joyson.
* Guided clients in workflows, swim lanes, risk domains, match resolution, adverse media, and L1-L4 risk aversions.
* Mentored delivery team members and solution experts in program management and delivery services.

**Senior Project Manager**

**CrowdStrike/Reveald/NYC DOE, (Contract position)**

**August 2024 to September 2024**

* Defined project scope, goals, and deliverables that supported objectives in collaboration with c-suite, senior management and stakeholders.
* Led a team of 34 IT techs to strategically handle all 1200 NYC schools within the 5 major boroughs that were impacted by the July 9th cyber-attack.
* Created reports for CrowdStrike and Reveald and facilitated meetings as well
* Led and managed bridge line support for remediation efforts of the 16k impacted machines that CrowdStrike/Reveald produced daily while guiding techs for best resolution
* Managed Resource allocation throughout project plan including timesheet accuracy and submittal
* Led and managed the daily log reporting of all remediated tech efforts, compiled and made available for C-Suite level reporting.
* Collaborated with HR Director with recruiting and onboarding resource efforts.

**Senior Project Manager**

**Pathward, N.A.--Remote (Contract Position) (Fintech/BAAS, Banking/Payments and Issuing)**

**March 2024 to May 2024**

* Directed and managed a variety of programs/project types (minor, major, complex) throughout the entire project lifecycle.
* Defined project scope, goals, and deliverables that supported objectives in collaboration with c-suite, senior management and stakeholders.
* Developed and communicated project schedules, timelines, and project expectations definition.
* Estimated resources needed and negotiated with managers to acquire resources needed to produce project on time and within budget.
* Delegated tasks and responsibilities to appropriate project leads of respective programs.
* Identified, tracked, and resolved issues and conflicts related to the programs/projects throughout its lifecycle and within the project team.
* Managed EPPM small, mid, and large size projects from inception to implementation and maintained project documentation.
* Supported VP of BAAS on mixed large-mid-small-scale projects. Prepared/facilitated project status reports by collecting, analyzing, and summarizing information and trends.

 **Senior Project Manager**

**Shared Services Solutions, LLC – Remote (Contract Position) (Financial and Banking Services)**

**April 2022 to Feb 2024**

* Managed EPPM small, mid, and large size projects from inception to implementation and maintained project documentation.
* Supported Portfolio Managers on mixed large-mid-small-scale projects. Prepared project status reports by collecting, analyzing, and summarizing information and trends.
* Evaluated/ensured correct functionality for system upgrades, new releases, and enhancements.
* Participated in collaborative teams to ensure alignment/drive partnership on system changes.
* Analyzed system processes, determines root cause of issues, and coordinated resolution/enhancement implementation.
* Monitored and tracked project milestones and deliverables; ensuring project objectives are met.
* Coordinated system testing, creation of test plans, availability of test systems, issues resolution, and completion of testing within established timeframes.
* Participated in technology related change discussions and business requirement development as it relates to the projects they are leading.
* Documented findings of study and prepared recommendations for implementation of new systems, procedures, and organizational changes.
* Worked with CEO, VPs, Sr. Management to complete change control documentation.
* Worked as part of a team and collaborate across a number of disciplines.
* Maintained communication with multiple technology vendors.

**Strategic Project Manager**

**Teva Pharmaceuticals – FL – (Contracted position) (Pharma, Supply Chain, Sales, and L&D.)**

**August 2021 to April 2022**

Led 7 Internal strategic Implementation enterprise projects totaling 15MM. Projects include sales training program overhaul, call center system and application upgrades, business lines implementation team projects. Led a total team of 22 SMEs within project team across 5 business line departments.

Leveraged different PMI Methodologies inclusive of Agile, Scrum, Kanban, and Waterfall.

Reduced redundancies streamed lined workflow, improved communication, and improved forecasting.

* Project Manager for small-medium-large scale portfolio project initiatives.
* Coordinated and conducted various meetings and presentations to share ideas and results.
* Communicated insights and plans to cross-functional teams, and Executive Leadership.
* Developed project-related deliverables including project plans, resource plans, status reports, issue escalations, etc., as appropriate for the size and complexity of efforts.
* Worked with the project team; engaging directly with users and senior management.
* Excellent communication skills; worked directly with Teva/Anda customers and vendors to coordinate the onboarding into the Tracelink application.
* Coordinated various user acceptance testing with business stakeholders and end users.
* Perform compliance with the internal and external requirements/standards controls.

**Project Manager - Call Center Operations**

**Rose International – Florida – (Contracted Position) (Fintech: Fiserv)**

**December 2020 to June 2021**

Led a cross global team of 14 IT Fiserv professionals to successfully manage 12+ major technology

releases for the contracted assigned time. Leveraged different PMI Methodologies inclusive of Agile, Scrum, Kanban, and Waterfall. Led various implementation projects on behalf of Fiserv and its clients across banking, financial services, and client services projects. Addressed and resolved project risk, roadblocks, and obstacles while securing resources to efficiently complete deliverables.

* Performed day-to-day management of all phases of the project including obtaining project requirements, design, development, test, and deployment of each project.
* Completed critical path analyses to maintain an accurate and updated view of the activities and deliverables to ensure project is on time, on budget, and exceeds customer satisfaction goals.
* Managed resource planning by partnering with internal management to determine the project approach, staffing, responsibilities, and schedules according to the project timeline.
* Managed projects while balancing appropriate gross margin and billable utilization targets.
* Monitored cost to provide accounting support for project time, materials, and services.
* Coordinated all project activities with business owners/stakeholders and other support, technical infrastructure, and application teams.
* Managed relationships between vendors, customers, sub-contractors, and engineering teams.
* Managed the completion and distribution of all deliverables to customers, by tracking the delivery status and installation schedules, in accordance with required timeframes.
* Assured that all Statement of Work deliverables meet quality standards.
* Oversaw change management on the overall project scope, according to a predefined change process, to meet project goals.
* Created / maintained project schedules, risk mitigation plans, project budget, status reports, and all other project management-related documentation.
* Resolved client satisfaction issues and partner relationships.

**Operations Project Manager- Call Center Operations**

**Maximus – Florida – (Contracted Position) (2020 Census Project)**

**January 2020 to July 2020**

Drove development, implementation, training, and support of the enterprise project management

methodology. Led large cross functional teams in the deployment of enterprise-wide projects and programs. Leveraged different PMI Methodologies inclusive of Agile, Scrum, Kanban, and Waterfall.

Directed multiple projects as project manager, leading a team of internal staff and external vendors in

delivering business solutions. Created project plans to fit stakeholder and customer needs and deliver with-in budget on desired outcomes; full accountability for project results. Defined project roles and responsibilities to ensure a cross-functional understanding amongst project members.

**Operations Project Manager- Call Center Operations**

**Assurant – Georgia – (Contracted Position) (Insurance Tracking)**

**July 2019 to November 2019**

Managed all deliverables to clients in accordance with project timeframes. Assured deliverables met quality standards. Leveraged different PMI Methodologies inclusive of Agile, Scrum, Kanban, and Waterfall. Led change management on the overall project scope to meet project goals, and budget. Created maintained project schedules, risk mitigation plans, project budget, status reports, and all other project documentation. Resolved client satisfaction issues and developed a partner relationship for long-term benefit of the client, the vendor and Assurant. Remained up to date on relevant solutions.

**Operations Project Manager- Digital Banking Adaptation**

**Bank of America – Florida – (Contracted Position) (Banking IT Operations)**

**January 2019 to June 2019**

Created presentations & assisted in data gathering. Created training documentation. Assisted in on-site production support during deployments. Learned and understand the various processes and procedures performed within Client Information and Reporting. Management and oversight of Data Quality team.

Manage Access recertification. Manage future enhancement list and prioritization process.

**Director Of Project Operations**

**Meineke (contract) – Florida – (Contracted Position) (Auto Repairs Operations)**

**January 2018 to August 2018**

Enhanced operational performance by developing effective business development strategies, systems

and procedures. Monitored Meineke operations to verify quality, delivery schedule and conformance to contract specifications. Led a team of 5 Mechanical technicians. Met and exceeded SOW requirements and deliverable while reducing labor cost, rework, and waste. Maintained each SOW within budget.

Boosted customer base, acquiring new customers, and identifying needs to deliver relevant products.

**President of Sales and Operations**

**GO Automotive - Florida**

**September 2015 to September 2017**

Led team of 15 ache technicians in various distinct classes of auto repair projects. Over 93000+ labor hours and sow budgets of 9MM. Increased optimization and business transformation.

**Vice President of Retail Branch Sales and Operations**

**First Citizens Bank - Florida**

**July 2014 to September 2015**

Managed a portfolio of $275MM with a senior relationship manager facilitating underwriting, renewals,

and origination. Sourced, generated, and qualified own leads to grow portfolio. Transitioned to First Citizens Business Banking Group, to grow commercial relationships, including SBA existing and new opportunities. Managed a commercial banking portfolio of small, medium, and large businesses.

Increased production by 60% in new FHA portfolio by training team to new standard of underwriting.

**Vice President of Retail Branch Sales and Operations**

**Citi - New York, NY**

**June 2004 to July 2014**

Directed and managed new underwriting staff, credit policy, procedures, and secondary market

guidelines. Managed a pure discretionary (non-market making) trading portfolio over the latter 8 months of 2013. Led the specifications identification for an RFP for the printing of brand materials for the Citi 200- year anniversary. Developed and introduced innovative loan workout alternatives and procedures. Performed quality oversight of resulting workshops and deliverables, directly engaged in workshops deemed highest risk.

**Education**

* Bachelor of Business Administration in BBA, Corporate Finance and Corporate
* Baruch College - New York, NY

**Languages and Certifications**

* **Fluent in Spanish**
* **Certified Project Management Professional (PMP), Project Management Institute**
* **Certified Generative AI, PMI**
* **Agile certification,** **LinkedIn Learning Series**
* **Business Process Improvement, LinkedIn Learning Series**
* **Change Leadership, LinkedIn Learning Series**
* **Leading with Emotional Intelligence, LinkedIn Learning Series**
* **Software Project Management, LinkedIn Learning Series**
* **Executive Leadership, LinkedIn Learning Series**