

## Raul A. De Jesus, MCSD/CSPO

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### Introduction

With over 24 years of experience as a versatile IT professional, including roles such as IT Project Manager, Business/Systems Analyst, Full-Stack Developer, and Business/Product Owner, I bring a proven ability to deliver innovative solutions and lead diverse teams. My expertise spans cloud computing, agile methodologies, and AI tools, complemented by bilingual fluency in English and Spanish. As a Senior IT professional, I successfully planned and deployed complex IT systems, managed multi-regional teams, and streamlined operations using tools like MS Project and DevOps. I am excited about the opportunity to contribute my skills to your company and would welcome the chance to discuss how I can drive success in your organization.

### Skills Summary

- IT Project Management
- Business/Systems Analysis
- Software Development
- Product Manager/Owner
- Business Owner/Investor
- Cloud Computing (AWS, Azure, GCP, others)
- MS Project, DevOps, Jira, Rally, Daptiv, MS Planner
- ChatGPT, Copilot, AI Agents

### Professional Experience

#### MAXELIT LLC

Jan 2017-Present

**Principal:** Define project goal and objectives with stakeholders, define detailed project scope and features, define project milestones, communications and budget needed. Plan and manage information technology projects, prioritize epics/features, assign/recruit project team members, gather and document detailed business requirements from clients and create backlog user stories for team member. Provide mockups and technical designs for team members, estimate work effort, plan phases/sprints with team members while monitoring progress in daily standups, follow up on pending work, perform technical meetings to discuss and/or overcome impediments, coordinate client meetings to clarify requirements. Participate on teams and clients demos while gathering feedback and discussing priorities.

Plan systems deployments and releases for mobile (App Store, Google Play) and web applications in cloud (AWS, Azure) or on-premise. Perform agile management leveraging tools such as MS Planner, DevOps, MS Project & HiveDesk. Participate in company presentations and presales, proposals preparation, deal negotiations, issues escalations, service level agreements, etc. Supported clients by co-managing software products strategy, concept, definition, development and go-to-market efforts. Build partnerships with IT companies in LATAM & ASIA while managing technical resources in those regions and different time zones.

#### FAME, INC.

Jul 2015-Dec-2016

**Senior Developer:** Participate in the development of the new version of Advantage Financial Aid (AFA), this is a software that manages financial aid for educational institutions. After gathering requirements made changes on the whole application stack following FAME's agile processes & coding patterns according to user stories defined by PM/BA in Rally Software. Perform unit tests, peer reviews for team members & defects correction. Participate in daily SCRUM standups, team technical meetings, user stories grooming sessions & end users meetings. Technologies used include Html, CSS, jQuery, Kendo UI/MVVM, RequireJS, C#, VB.NET, WebAPI, JSON, Entity Framework, Linq, SQL Server, SSRS, NServiceBus, StructureMap, NUnit.

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### ASP FORCE LLC

Jan 2013-Jul 2015

**Principal:** Manage a software development business using Microsoft technologies for health care & consulting services industries. Preferred methodology was prototyping, code generation & agile development/management leveraging cloud services. Conduct sales, value propositions and proposal, define scope of projects and gather requirements, design prototypes, develop web/mobile hybrid applications, testing, cloud/on-site deployments, end user support & training. Manage a team of software developers, source code & product backlog using TFS online & Hivedesk. Deploy web applications & services on Windows Azure &/or Amazon Web Services, App Store & Google Play. Focused technologies include: .Net, ASP.Net MVC, C#, WebAPI, jQuery Core/Plugins/Mobile, SQL Server, Html, CSS, Bootstrap, Apache Cordova/Plugins, Telerik AppBuilder, Facebook/Twitter APIs, SendGrid SMTP, Twilio SMS, iTextSharp, Google Maps API, Checkout APIs. Supported clients by co-managing software products strategy, concept, definition, development and go-to-market efforts.

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### Millennium Consulting

Jan 2010 – Dec 2012

**Contractor:** Define scope and gather requirement to migrate a Human Resources payroll application for temporary employees from MS Access to ASP.Net at Triple-S Health Care. This ASP.Net web forms application had SQL & Oracle backends plus was integrated with Reporting Services, SAP (SAP.Net Connector), Kronos & HRSense. Install applications in QA environment (SQL, IIS, WCF/WebAPI), write test cases & perform software testing for the development department at MMM Health Care.

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### ASP Force (DBA)

Aug 2008 – Dec 2011

**Business Owner:** Define the scope, gather requirements, design and develop a software application for the Accelerated Christian Education (ACE) curriculum in Puerto Rico. Define the scope, gather requirements, design and develop a software application for the Public Preschool curriculum in Puerto Rico. Both application were used by directors, teachers & parents in addition to be delivered as a SaaS model. Supported clients by co-managing software products strategy, concept, definition, development and go-to-market efforts.

**Contractor:** Perform business analysis & SDLC for an electronic audit project at PR Comptroller's Government Office. Analyzed client's auditing programs and gather requirements in order develop reports, SQL Jobs, SQL Server Integration Services & mobile site. Help the client to automate processes by using EWS (WCF) 2010 & SSRS 2008. Implemented Office 365 & SharePoint 2010 team sites for storing & sharing documents for collaboration within the team. Prepare a proof of concept on Project Server 2010 to manage project portfolio at the office. Gather requirements and integrate SharePoint WS (WCF) to ASP.NET application functionality to populate document libraries. Perform project coordination in order to define, plan, execute & follow up on technical team's tasks & perform tests on their developed work.

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### FIRST BANK

Feb 2006 – Aug 2008

**Project Manager:** Formally implement existing Project Portfolio Management (PPM) software (*Daptiv*) across IT business unit while upgrading it to a new version. Contribute on defining & standardizing a SDLC methodology for the software development team while providing guidance & tools integrated to PPM templates.

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Provide strategic guidance in order to synchronize the PMO with IT & Business Units while enhancing project requests intake. PMI standards were followed at the bank's project management office (PMO). Gather scope and requirements for all software development projects and system changes while managing their implementation.

**Programmer Analyst/Project Coordinator:** Develop & deploy several business unit web applications (*extranet/internet*) using VS Studio 2008, ASP.NET 2.0, C#, SQL Server 2005, SSRS. Create a SharePoint proof of concept a multi-unit site collection. Perform software package selections, evaluate proposals & document RFPs for the bank's IT department. Provide project coordination support while monitoring team members. Work gathering requirements in business areas such as information technology, mortgage, auto, human resources, board of directors, treasury & investments, systems & procedures, sales, marketing, consumer lending, legal, financial investigation unit, regulatory compliance unit & commercial wholesale. Help on documenting a waterfall & MSF agile methodologies for the bank where one or the other was used depending on the project specification.

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**KEANE, INC.**

**Jan 2003 – Dec 2006**

**Project Manager:** Coordinate the planning & direct implementation of the Information Protection Program (*IPP*) at Pfizer Pharmaceuticals (*Vega Baja, PR site*) & contribute at a regional level with the bases for the IPP Framework. Gather the requirements for the IPP's business continuity plan & a full-stack web application for the region. Interviewed candidates & was in charge of managing several team members (*team leader, developers, testers & technical writers*) for the development and implementation of the web application.

**Senior Consultant:** Participate in several waterfall SDLC project at Triple-S Health Care which include: develop & document several new VB.Net components for the provider's portal, remove business rules from classic ASP pages while coding them in DLLs & remove GUI logic from legacy VB6 components while coding them in classing ASP pages. Participate in a Sybase to SQL database migration while coordinating team member efforts reporting to the project sponsor.

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**Education /  
Certifications**

- Bayamon Central University (Bachelor's Degree) – Business Administration (Major) Information Systems (Minor), 2001
- Microsoft – Microsoft Certified Solution Developer (MCSD), 2001
- PMI – Project Management formal training, 2003
- Scrum Alliance – Certified Scrum Product Owner, 2024
- Udemy – ChatGPT Complete Guide, 2024
- Microsoft – Get started with Microsoft 365 Copilot, Build plugins and connectors for Microsoft 365 Copilot, Create agents in Microsoft Copilot Studio, 2024
- Self-Learning – Business, technology and investment trends, Present