**JORGE AGNESE**
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**SUMMARY**
Software Product and SaaS executive with 20+ years of experience leading cross-functional teams and designing B2B, and B2C platforms. Proven ability to define and execute product strategy, launch software products, and align stakeholder-centric design with business outcomes. Deep expertise in agile methodologies, team building, and international operations. Fluent in English and Spanish; proficient in Italian and Portuguese.

**CONTINUED EDUCATION**

* Enrolling in the Master of Professional Studies in Artificial Intelligence program at Georgetown University – online, Spring 2026
* Introduction to AI with Python – Harvard University, online – 2025
* Data Science: Machine Learning – Harvard University, online – 2025

**EXPERIENCE**

**President & Director of Product**
**DashPass – Automated Dismissal System**
Fort Lauderdale, FL | May 2020 – Present

* Hired by investors to transform an EdTech concept into a scalable SaaS platform for K–12 school operations.
* Delivered MVP in 4 months using Agile Kanban methodology; led full product lifecycle from concept to implementation, including product ideation to maintenance and support, backlog prioritization, implementation, quality assurance, and user group management.
* Built and led cross-functional teams (Argentina, Portugal, India) including engineering, UX/UI, QA, and DevOps.
* Developed full legal and data privacy framework (GDPR, FERPA-aligned): Terms, Privacy Policy, Subscription Agreements, etc.
* Secured pilot with Miami-Dade Public Schools and scaled to 100+ school networks with 60% YoY growth.
* Led product launches, user training webinars (English/Spanish), and stakeholder onboarding.
* Drove GTM strategy via digital channels and designed award-winning trade show booth for brand visibility.
* Oversaw continuous improvement through customer feedback loops and post-launch iteration cycles.

**VP, Consulting – Design Thinking for Travel & Hospitality**
**OZ – Digital Consultants**
Fort Lauderdale, FL | Oct 2014 – May 2020

* Co-founded and led Nearshore Center of Excellence: 120+ team members serving the US market for Mercy Health (Missouri), Royal Caribbean, IHG, Wärtsilä, Berkley Insurance, and others.
* Built and mentored Agile product teams for enterprise clients.
* Led digital innovation via Design Sprint methodology; launched multiple customer experience (CX) platforms.

**Partner & Team Lead**
**Vista Technologies**
Miramar, FL | Dec 2002 – Sep 2014

* Led modernization of core business systems for global clients including Telefonica USA.
* Oversaw Design Thinking initiatives and cross-border collaboration (Finland, France, Germany, US).

**Country Manager**
**Memex – London, England – Glasgow, Scotland**
Vienna, VA | Mar 1997 – May 1999

* Reorganized US operations post-merger; supported high-security clients (NSA, FBI, State Police).
* Led nationwide client re-engagement and contract renegotiation across 50+ police departments.

**EDUCATION**

* MBA, George Mason University – Fairfax, VA
* BS, Computer Science – Old Dominion University – Norfolk, VA

**SKILLS & TOOLS**

* Product Strategy/Design | Artificial Intelligence Design Concepts | Agile (Scrum & Kanban) | GTM Strategy | SaaS
* Programming Languages: OOP languages (Java, Python, C++, VB.Net)
* Databases: MySQL, SQL, MongoDB
* Design and PM platforms: Atlassian products (Jira, Trello), Figma
* User-Centered Design | UX/UI Collaboration | International Team Leadership | GDPR/FERPA/Accessibility Compliance
SQL | Jira | Figma | P&L Management | Stakeholder Engagement | Design Sprints

**PUBLICATIONS**

* *The CX Opportunity for Travel and Hospitality*
* *Sophistication Through Simplicity*
* *How Nearshore Advantages Enhance Productization*