

# ARTURO MIRANDA, PMP

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## SUMMARY OF QUALIFICATIONS

- Technical professional with over fifteen years of combined experience in project and product management, software development, and process analysis within the technology and information service industries
- Managed various products and projects, which have led to significant company savings and/or increased business revenue
- Involved in the software development lifecycle (waterfall and agile scrum), including requirements gathering, planning, documentation, development, integration, test, and release
- Software tools used include Sharepoint, Azure DevOps, MS Project, MS Office Suite, Smartsheet, Confluence, and Jira

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## PROFESSIONAL STRENGTHS

Project Management  
Software Development  
Business Process Improvement

Product Management/Development  
Managing Relationships with Customers  
Data Analysis

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## EDUCATION / CERTIFICATIONS

PROJECT MANAGEMENT INSTITUTE  
Project Management Professional (PMP)

2012

UNIVERSITY OF FLORIDA  
Master of Business Administration (MBA) in General Management

Gainesville, FL  
2010

UNIVERSITY OF FLORIDA  
Bachelor of Science in Computer Engineering

Gainesville, FL  
2000

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## EXPERIENCE

### PharmaForce

Remote

#### **Implementation Project Manager**

Oct. 2024 – Jun. 2025

Responsible for managing the implementations of the 340B split billing cloud-based software that hospitals utilize for auditing and compliance of drug purchases and dispensations

- Created project schedules and timelines using Smartsheet to manage multiple projects simultaneously
- Performed data requirements gathering and scope analysis with clients prior to project kickoff
- Led weekly meetings with stakeholders to discuss project status, risks, and expectations
- Led daily meetings with implementation project team to remove impediments

### Abbott

Orlando, FL / Remote

#### **Software Program Manager**

Dec. 2022 – Sep. 2024

Responsible for managing the product lifecycle of the NAVICA™ platform for use with Abbott Rapid COVID-19 tests to digitize the collection, storage, and reporting of test results

- Managed product release within a matrix PMO for a FDA Class 1 medical device, releasing multiple new product versions yearly in an iOS, Android, and .NET development environments
- Created technical specifications to define requirements to be implemented by software developers
- Developed project timelines in MS Project with development team to create milestones and track progress
- Conducted design transfer meetings with the project team to ensure technical specifications were met
- Led weekly meetings with stakeholders to discuss project status, risks, and issues
- Managed and reviewed risk issue log and software product feature log with stakeholders to set priorities
- Performed continuous process improvement to the release process and reduced release delays by 20%, saving over \$10,000 per release

### ConverseNow

Austin, TX / Remote

#### **Senior Project Manager - Onboarding**

Jan. 2022 – Sep. 2022

Responsible for managing the implementations of voice artificial intelligence cloud-based software for quick service restaurant phone and drive-thru channels

- Managed a team of 5 programmers and onboarding specialists and set priorities on projects
- Developed project schedules and timelines using MS Project to manage and track project milestones and deliverables for multiple projects simultaneously
- Led customer kick-off meetings to translate requirements into project plans and identify project risks

- Led agile scrum team meetings to remove impediments and prepared reports to communicate project status

### **Abbott / STARLIMS**

Hollywood, FL

#### **Project Manager – R&D**

Jun. 2015 – Jan. 2022

Responsible for managing the product lifecycles of the STARLIMS™ Life Sciences Solution and Public Health Solution that labs utilize to manage the collection, processing, storage, retrieval and analysis of patient lab samples

- Managed product development for a FDA Class 1 medical device, releasing multiple new product versions yearly to continuously create competitive advantage in the clinical market space
- Partnered with Product Management, Marketing, and Development teams to assess product opportunities and prioritize the product roadmap
- Led development team of 30 individuals using agile scrum methodology to define tasks and estimates for software design and tracked development key milestones using MS Project
- Led product and organizational readiness meetings to review project progress, identify and track project risk, and develop mitigation plans to minimize cross-project issues and dependencies
- Mentored and supported team members in process improvement and PMO best practices

### **Sentry Data Systems**

Deerfield Beach, FL

#### **Project Manager**

Jun. 2010 – Jun. 2015

Responsible for managing the implementations of the Sentinel™ and Sentrex™ 340B cloud-based software products that hospitals and retail chain pharmacies utilize for drug ordering, patient electronic health record management, auditing and compliance

- Implemented setups that saved twelve new hospital clients a combined \$10,000,000 in drug purchase costs
- Managed the collection and processing of hospital information, including ADT/patient registration, doctor credentials, third-party claims, and Pyxis medication dispensation cabinets from a multitude of hospital systems including the billing/financial system and pharmacy system
- Managed a team of 5 analysts and programmers and set priorities on implementation projects
- Created project schedules and timelines using MS Project to manage multiple projects simultaneously
- Performed data requirements gathering and scope analysis with clients
- Led weekly meetings with stakeholders to discuss project status and expectations
- Led daily scrum meetings with team to remove impediments

### **Liberty Medical Supply**

Port Saint Lucie, FL

#### **Business Operations Analyst**

2009 – 2010

Responsible for analyzing and creating process flow diagrams in MS Visio for different business units to streamline operations and reduce inefficiencies for diabetes supply mail order services

### **Daymon Worldwide**

Delray Beach, FL

#### **Business Insights Analyst**

2007 – 2008

Responsible for increasing market penetration of Office Depot's private brand products through the retail and business-to-business contract channels

- Managed the Office Depot Value™ brand for binders and ink and toner product assortments of over 100 different SKUs, and presented competitive analysis findings to management
- Managed multi-channel marketing campaigns, including email and direct, and performed targeting/segmenting of customers for up-sale, cross-sale, and retention opportunities
- Prepared and analyzed reports on private and national brand products, and turned insights into actionable findings to create new market opportunity segments

### **S&H Solutions**

Delray Beach, FL

#### **Software Engineer**

2004 – 2007

Responsible for data analysis development in Perl and SQL for supermarket retail clients to create customized/targeted promotions for shoppers in real-time at the point-of-sale and build shopper loyalty by analyzing shopper buying habits

### **Meridian Marketing**

Dania Beach, FL

#### **Web Programmer**

2002 – 2004

Responsible for web software development using PHP, Perl and MySQL for a home mortgage leads online portal

### **Motorola**

Plantation, FL

#### **Software Engineer**

2000 – 2001

Responsible for software development in Java, configuration management, and testing of various wireless products including the i95cl mobile phone and the two-way radio

- Automated configuration management process and streamlined build process, reducing time to release official build of two-way radio platform by 40%, and generating annual savings of \$72,000
- Established strict code inspection reviews and weekly software integration meetings, which reduced fatal build errors by 30% and saved nearly \$19,000 per year