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**Product Manager - Project Manager - Application Support Manager -**

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| **Product Management:** Software Selection, RFP Process, Product Life Cycle, Vendor selection Business Advocate representing new initiatives. | **App. Support Manger:** Created and managed support teams, supported over 150 application property. |
| **Project Manager:** Software / Hardware Implementation, IT general infrastructure deployments. | **Account Management:** Responsible for all aspects of client management from discovery to implementation of programs and projects |
| **Customer Care Centers:** Deployment and implementation, hiring and training of personnel. Produce KPI’s to track success and learning opportunities. | **IT Operations Manager:** Worked all aspects of a Data Center Operations, hiring, implementing and evaluated performance metric software |
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Conduct business in a technical environment as a single contributor or as part of Leadership team. Experience in delivering Products matching business needs, ether legacy system upgrades or new technologies to enhance current portfolio of initiatives. Performed software/hardware installations and multi-system/sites deployments as well as hands on application and systems troubleshooting skills. Coordinate daily operations and supervise technical teams. Created multiple teams: Applications Support, Customer Service and Security Operations. Establish and maintain an extensive internal and external customer base with a high degree of success. Laser focus on productivity with superb people management skills and a can-do attitude.



**OBJECTIVE**

A challenging position within a company offering a match for my skills, with an opportunity to demonstrate my abilities in function of company needs.

**SUMMARY**

* 25+ years of experience in the Information technology industry.
* Thorough knowledge of customer service and service desk models, application support and Product Management.
* Strong Management skills, with the ability to diffuse difficult situations and create a successful environment.
* Proficient in general office duties, including Microsoft Office and all pertinent tools of the trade.
* Use of charts for information, such as ticket trends, resolution timelines to keep upper management abreast of changes and adjust tasks and workforce accordingly.
* Excellent attention to detail, perform well under pressure, don’t take things personal and always looking for ways to improve personally and as a member of a group.

**Business Verticals:**

* **Search Industry:** Dialog Information Services – [Knight Ridder Information](http://www.google.com/search?hl=en&tbo=d&spell=1&q=Knight+Ridder+Information&sa=X&ei=TqPkUPjtL6jm2gWT6YCQDQ&ved=0CC4QvwUoAA&biw=1280&bih=705) –
* **Commercial:** Hotmail.com – Microsoft Corporation – Aqui.com - Arroweye Solutions
* **Casino Industry:** Wynn Las Vegas – Encore – Wynn Macau - Encore Boston Harbor
* **Retail & WMS:** Click Commerce, NC (WMS) - ZAPPOS IP. (an Amazon company)

**RELATED EXPERIENCE**

**Wynn Las Vegas Resort - Las Vegas    NV 2013 - Present**

* **Manager, Product Management Group**
* **Sr. Product Manager**
* **Lead Product Analyst**
* **Product Analyst**

Wynn IT created a new department, Product Management, I decided to go back as a new challenge arise.

* Started as a Product Analyst and quickly moved up the ranks given prior experiences with Business Stakeholders and management empowered me to excel in all my initiatives.
* Created new procedures for Vendor and Software selection through gathering a strong set of requirements from the Business Stakeholders, translating these requirements into a more targeted and narrower search of matching vendors and software solutions.
* Revamped the RFP process by making it more actionable, rather than a subjective account of functionality. Worked close with IT Eng. To produce micro sites in where the group can conduct quick software reviews and Proof of Concepts.
* Wrote Business Cases, Financial Executive Summaries and worked close with Legal on Master Service Agreements, Quotes SLA’s and SOW’s pertinent to all the project within my department’s domain.
* As the Manager of the Product Management Group, I am responsible for a team of 4 analyst dedicated to the Wynn Las Vegas property legacy and new initiatives, and while we were Opening the Encore Boston Harbor property, I managed a group of 4 Project Managers to implement all the BOH applications. My duties are divided between managing these groups and heading up the implementation of the new Applicant Tracking System for mass-hiring at the Boston property. Travelled every 2 weeks to Boston since the insertion of the project in late 2015 until opening on June 23rd 2019.

I have gain and enhanced a set of skills during these last 7+ years that can apply to different industries or companies in the Gaming / Resort industry or other technical organizations. The passion is still there, new challenges motivate me to keep moving forward.

**Zappos IP**, Las Vegas NV **2012 – 2013**

* **Application Support Manager**
* **Security Operation Manager**

**Security Operation Manager:**

Zappos had an immediate need to create a Security Operations Center, to that effect, I was appointed to create such department.

* I hire four security analysts, created all the departmental documentations and SLA’s, investigated and acquired monitoring tools with the collaboration of the existent InfoSec department.
* Engaged with a 3rd party company, Edrans located in Argentina to supply after hour coverage to complete a 24x7 Security Operations Center.
* Within 6 months of initial deployment the group was transferred as a working unit to the newly appointed Security Director for further expansion.

**Application Support Manager:**

Additional duties called to revamp and re-launch the existent Production Support group, these tasks were on the way at the same time the SOC was being enacted.

* Designed a work plan that called for three additional head counts, (only one existed prior to my arrival) in order to support areas with despair applications with no ownership.
* Collected and categorized all the production applications and divided the tasks among the newly available personnel, at the same time created a training environment to quickly assimilate and train the new hires.
* The group is fully functional for the past 4 months with over 2400 tickets created and carrying a queue of open/in-progress with only 23 tickets.
* Reports and KPI’s were created using JIRA (ticketing system) to measure the success of our operation.

**Wynn Las Vegas Resort - Las Vegas    NV 2007 - 2012**

* **Project Manager – BOH/FOH Business Units**
* **Applications Support Manager**
* **Help Desk Manager**

**Project Manager – BOH/FOH Business Units:**

I had a chance to manage projects for the latest Wynn properties, Encore Las Vegas and Encore Macau. In both occasions I was in charge of implementations for BOH and FOH.

* I implemented Vurv, a mass hiring system capable of processing over 150K candidate’s applications and skills review. The system was delivered fully functional, on time and under budget with all custom features implemented.
* I also deployed all punch clocks for the new properties. Worked with vendor to introduce all the Wynn modifications at the same time worked with facilities to make sure the frames were in place prior to the clock's deployments. All clocks were delivered on time for employees to use on their first day.
* Worked on a host of application modifications for the new properties that ranged from front desk reservation systems to infrastructure deployments to accommodate POS and Retail terminals.
* Maintain the IT Hardware and Software deployment plan for Encore Las Vegas managing vendors and budgets to be reported to VP and C level management for review and approval.
* Took part in the implementation of Micros POS system at the Macau property for which I was able to reduce the deployment by 4 days, using personnel according to a devised plan of implementation in function of the different areas of the casino.

**Applications Support Manager:**

After the Encore property was up and running and open to the public, I was asked to head up the Application Support group that will encompass both properties in Las Vegas, later on I was also asked to include the Help Desk to take advantage of the synergies of these two groups working in tandem.

* Conducted an exhaustive research of all the applications used by the property and created a catalog matching application to departments, function and key users.
* Based on this catalog I was able to divide and rotate personnel in the support of the different disciplines, with two major divisions: BOH and FOH.
* Hired, trained and coached nine App. Support Analysts placing an on-call rotation for both areas.
* I inherited a ticket queue with over 600 unattended tickets per month, in a very short time we were able to turn the numbers around and after 6 months we were dealing with less than 30 assigned/in-progress tickets completing an average of 3000 (level 2, investigation and resolution) tickets.
* Created an internal path for Analysts to learn Project Management skills and manage their activities and ticket queues using PM methodologies to communicate and quantify their work. Few of my employees later became full pledge project Managers.

**Help Desk Manager:**

As a result of my standing success in the Application Support department I was asked by the CIO to annex the Help Desk group under my management, this way, these two groups can benefit from the input offered by the customer base and at the same time create an environment to foster first call resolution.

* Hired a supervisor to help with the implementation of new programs in the group.
* Implemented a series of metrics of which I worked on improving gradually until solidifying the desire effect, moved to next metric and aspect of the business until all areas were covered and personnel was trained enough to react to any issue coming to the Help Desk.
* Decentralized the knowledge held by few individuals and created a training environment in where these individuals were in charge of imparting small classes to newly hire staff.
* Created knowledge sharing bridge with App. Support to start implementing first call resolution at the Help Desk level. In few weeks we had 80% of the members improving their numbers in this area that eventually became a source of pride for this group.

**Arroweye Solutions, Inc. - Henderson NV 2005 – 2007**

**IT Operations / Customer Service Manager:**

Arroweye Solutions needed someone with experience and expertise in department building and team building. In a short period of time I was able to create a technical Customer Support and a level 1 Customer Service department, with P&L responsibility based on the customer satisfaction levels. Reviewed and deployed several productivity tools to automate and produce faster turnaround when dealing with customer’s issues.

* Increased gross seasonal revenue by over 50%, by allocating more personnel to the production line, created 2 full shifts of operations and technical support which translated in shorter printing turnarounds, thus, opening presses for a major card production and increased sales capacity.
* Created the Customer Service department from initial insertion, by interviewing, hiring and also promoting personnel from within.
* Wrote most of the operations procedures and established a 24x 7 live customer service department and a 24 x 7 technical support department.
* Managed every aspect of the department implementation, coached personnel on the primary responsibilities of a level 1 organization, phone ethics and escalation procedures to level 2 and 3 technical supports.
* Introduced an automated customer-accessible portal using Slesforce.com ticketing system, allowing clients to integrate with our internal systems, increasing the distribution and response capabilities by reducing the round-trip resolution of an issue as much as 80 %.
* Created a series of reports for management, in where all the tracked metrics were exposed, management is now able to make informed decisions on future business costs in where customer support is involved as a solution.

**Click Commerce, Las Vegas Branch- 2001 - 2005**

* **Senior Account / Project Manager**
* **Internal Systems / Project Manager**
* **Senior Integration Coordinator**
* **Internal Systems Developer**

During my tenure at Click Commerce, (Formerly WorldChain, Inc.) I held many positions in where I had the chance to learn different aspects of the WMS and Software implementation business.

* Increased gross annual revenue 31%, from $4.8 million to $6.3 million, by selling added value functionality and by successfully renewing customer’s yearly licenses.
* Introduced an automated customer-accessible ticketing system, allowing clients to integrate with our internal systems, increasing the distribution and response capabilities by reducing the round-trip resolution of an issue as much as 50 %.
* Created, designed and deployed an Extranet system to support customers in times of pick system usage, especially when reports were needed in a short notice, this new method of extracting report data saved as much as 80% in data retrieval time, by utilizing this tool we were able to support double the amount of customers without expanding the hardware footprint.
* Expanded existing system measuring tools and managed the implementation of several productivity tools, like the introduction of a Web Based Project Management tool, configured and Deploy Remedy ticketing system and assets track allocation, configured and deployed a Web-based Timesheet and project travel expenses system. All these tools were deployed company-wide bringing a full net benefit to the overall up trend in productivity.

**Aqui.com - Berkeley CA 2000 - 2001**

**Principal Project / Product Manager:**

Provided technology direction to the new venture to create an International E-Commerce web site, to foster the exchange of material goods between the City of Valencia in Spain and consumers in the United States and Latin America. Negotiated a series of contracts and alliances with third party vendors, financial institutions and technical aggregators like Oracle product development services.

* Managed the technical and commercial aspects of the E-Commerce site, by creating a roadmap to integrate Wells-Fargo commercial transaction requirements with small to medium businesses in Spain. Managed a team of Oracle developers in the city of Valencia (Spain) and coordinated efforts with an Oracle development team in Denver (CO), saved at least two FTE’s by using language skills and Project management experience.
* Partnered AQUI.COM with a LEVEL 3 hosting facility, negotiated contracts and managed equipment deployment, change control management on software deployment and releases and created all the guidelines for a customer support department.

**Microsoft / Hotmail -Mountain View CA 1998 – 2000**

* **Program Manager / Product Deployments**
* **Project Manager / Internal Application**

Hired originally as key staff Project Manager to implement system measuring tools for the HOTMAIL service, later evolving into a Program Manager in charge of product / application deployments in coordination with Microsoft home office in Redmond.

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| * Replaced system performance dashboard and saved company $500,000 by building the tool with in-house resources in ½ the time of the proposed third-party software vendor and inserted capabilities specific to the daily management of the site. * Implemented internal program to track cluster server’s performance and saved $1.5 million in labor/hardware costs by terminating a contract with a third-party vendor. * Became an instrumental part in the design, creation and deployment of an internal ticketing system using existent Remedy technology |
| * Coordinated all Hotmail hardware/software expansion and integration updates. * Became one of the 3 PM’s to deliver MSN MESSENGER release 1.0, in charge of all the hardware and software deployment coordination as well as change control management. |

**Dialog Information Services -Palo Alto CA 1986 – 1998**

* **Database Production Manager**
* **Database Production Analyst**
* **Computer Operations Specialist**

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| Started at Dialog as a Computer Terminal Operator, in few short months I became part of the Operation’s, Database production teams in both capacities as an individual contributor and as part of Management. In my 12-year tenure at Dialog I had the chance to contribute in many areas, improvements were realized in Database production, Computer Operations shift organization and created procedures that are still in place today after 7 years that I am no longer with the company.   * Managed and deployed several technology initiatives to automate database updating processes, implemented a JCL syntax control software that cut down in errors and translated into faster database update turnaround, streamlined the updating process by creating scripts that automatically fill in areas of the Control files without human intervention, maintained access list for RACF system authentication. | | | |
| * Coordinated all Dialog database creation, from source data gathering to production lunch. * Effectively managed a group of 12 Database Analysts, review each employee on performance and return on investment for the company, with an open-door management style and promoted an environment where individuals contributed to the team efforts, productivity in this group showed an incremental. I was called upon to manage the transition and migration of databases from California to Bern, Switzerland and London data centers, the project was completed I half the time with a significant cost reduction by re-training internal personnel. | | | |
| **Professional Training** | | **& CREDENTIALS** | |
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| **Certifications** | **Computer Learning Center: San Francisco CA -** Computer Operations / Administration / Datacenter Management -Principals of Project Management in an IT environment – Microsoft Productivity tools |
| **Higher Education** | Extensive coursework in computing, technology, and management |
| **Special Training** | **Proficient in most of all Casino / Hotel applications affecting Back of House and Front of House areas with emphasis in Oracle products for POS and Front desk solutions.** Project Management, PMBOK, MS Project Microsoft Productivity, Product management tools, Cloud and Client Server technologies, Datacenter Relocation, Supply Chain Principles, WordPress and HTML, full use of all Microsoft productivity tools, intermediate to high level user. Well verse in HR tools and implementations. |
| **Awards** | Employee of the Month Award (5)  Best Customer Support Award (3) |
| **Languages** | Fully Bi-Lingual English – Spanish  Read and Speak (Intermediate) Italian |
| **Personal Profile** | **Over 25+ years of combined experience in advanced computer systems, project/product development administrative management, personnel supervision and training, troubleshooting, problem solving, contract negotiations, purchasing, budgeting, inventory/quality/cost control, customer service, domestic, international and corporate environments with efforts focused on productivity and revenue protection.** |

*"Shoot for the moon. Even if you miss, you'll land among the stars."*   
                                                           - Les Brown