CARLOS M. RIVERA, PMP, ITIL

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IT Manager / Project Manager

Summary

Results-driven IT professional with 17+ years of experience on IT Service Management and 3 years leading software development projects in an Agile environment. Managed and operated complex IT environments using ITIL and Lean principles, always delivering superb customer service and ensuring IT value recognition. Consistently delivered critical external customer projects on time with zero defects by focusing on proper requirements and stakeholder management. Fostered effective team communications by handling problems and issues directly.

Work experience

2017 - 2017

Project Manager

PS Technology, Union Pacific - Omaha, NE

- Created realistic project plans to migrate a customer's Terminal Management system to Oracle's BMS cloud. Also, created IT Managed Services requirements to meet a 99.7% SLA.
- Analyzed software development projects and made recommendations to reduce the time frame by 20% and ensure customer approval of the deliverable.
- Developed plans and began the implementation of the National Support Center.

2014 - 2017

Program Manager (StarNX)

PS Technology, Union Pacific - Norristown, PA

- Managed and delivered a high risk software development project on time and no defects for a new, $10+ million dollar railroad yard at the Port of Oakland, CA.
- Directed through completion an $800,000 hardware upgrade project for a customer's hump yard control system. This project was highly valued by PST management as they could recognize the revenue in 2016.
- Reduced StarNX system configuration time frame from 6+ weeks to only 2 weeks; delivered 3 new system on time and zero defects and rescued 2 stalled projects.
- Implemented and executed a formal Root Cause Analysis process to fix errors on a system panel that prevented the hot backup feature to work.
- Contributed to create the new Agile process, configured JIRA and created performance metrics to improve team performance and customer satisfaction.
- Achieved better team collaboration after I implemented Confluence wiki.
- Accomplished implementation of a 24x7 Call Center and the billing system Breeze Broadband Communications' 212 markets.
- Assessed a troubled project with 3, 000+ requirements. Recommendations included how to measure developers' productivity, their work quality and how to estimate completion dates with high level of accuracy.
- Generated and implemented a Software QA strategy to improve the quality of requirements and deliverable in 4 to 6 months. Led a Kaizen event to map current and future processes. Also accomplished the implementation of a software test automation tool.

2011 - 2014

VMS Infrastructure Manager

MEI Inc. Crane Payment Innovations - Malvern, PA

- Designed, built and managed the IT infrastructure and associated services required to support a new SaaS Vending Management System product. Consistently met 99.9% SLA required by Coca Cola bottlers in Europe and the USA.
- Reduced customer's EASITRAX environments creation time frame from several weeks to one hour.
- Collaborated with hardware engineers, software developers and Service Delivery managers to elicit requirements for multiple customer projects.
- Managed 10+ vendors who helped with networking and co-location services, DB administration, security assessments, etc.
- Created and managed $250,000-$2,500, 000+ CAP-EX budgets and wrote capital requests for VMS Support-related investments.
- Designed, documented and tested our Disaster Recovery Plan.

2008 - 2011

Global IT Infrastructure Manager

MEI, Inc - West Chester, PA

- Created standards and best practices for managing global IT infrastructure supporting offices, manufacturing facilities in the USA, México and Europe and the remote sales force.
- Managed 2 direct reports and 7 indirect technical resources to support the global business operations 24x7 with high levels of satisfaction.

- Accomplished WAN and managed services transition from Verizon Business to a lower cost AT&T service on all our company sites, without downtime.
- Introduced Lean and 5S principles to IT in HQ, resulting in elimination of 85% of obsolete equipment in our lab which improved the team's reputation.

2006 - 2008

IT Services Coordinator

MEI, Inc - Querétaro, México

- Designed and implemented the MEI Global Service Desk following ITIL principles, supporting 800+ users globally.
- Achieved consistently the "Zero incidents opened for more than 3 days" metric.
- Generated a strategy and managed the projects to create three global IT services in preparation of MEI's divestment from Mars, Inc.
- Contributed to 20+ of Kaizen events for the production lines.
- Contributed to create an 80,000+ sq. ft. distribution center in San Antonio, TX. Implemented IT services for the new logistics team.

Education

2004

Bachelor's Degree in Electronics Engineering

Universidad Tecnologica de Mexico, UNITEC, Mexico City

2012 - 2014

Continuing Professional Education

Penn State Great Valley - School of Graduate Professionals

Agile Project Management with Scrum, Leadership in Project Management.

Certifications

Project Management Professional (PMP), PMI, 2008

ITIL Foundation, AXELOS, 2014

Business Business Resilience Manager (CBRM), BCCCI, 2012 (IT **Disaster Recovery Planning**)

Master Certified Novell Engineer; Internet Business Strategist, Novell Inc., 1998

Skills and Tools

Project Management Methodologies (Waterfall and Agile), IT Service Management, Disaster Recovery, SLA management, Change Management, Backlog Management, Service Delivery, Quality Assurance, Continuous Improvement, Kaizen, Lean, Spanish.

JIRA, Confluence wiki, Microsoft Project, Office, Visio. Mind Mapping tools, HP Quality Center, Primavera P6.