C /M Carlos Moreno

P r o d u c t   P r o j e c t   M a n a g e r

☎ 530.301.0443

✉ carlos_perez916@hotmail.com

📍 Sacramento/Ca

👤 Carlosmoreno88

ABOUT ME

I am an enthusiastic servant leader with a strong passion to help others. I bring 14 years of work experience, with 9 years of management experience. In my most recent, I collaborated with cross functional technical teams to align the vision and strategy of our product.

Product Project Manager (Dates: 5/2018 to Current)
4Insite, LLC

Managed and deployed the Insite Associate application project with minimal direction from the product owner. The only dedicated resource to perform ongoing QA testing. Schedule and deploy application updates to our userbase. Owner of mobile support and the implementation of policies and procedures for a growing team. Owner of the product launch and ongoing customer engagement after software implementations. Product reporting to the CEO, Stakeholders, and our customers. The mobile application is now implemented with 12 clients and has a total of 1200 users.

Key Skills

- Mobile and web application support
- Resource management
- Liaison between software/mobile users, product owners and developers. Project scope documentation
- User acceptance training, development of procedures, and technical documentation.

- QA testing mobile/web
- MDM administrator
- Coaching and development of Technical staff
- Interviewing, hiring
- Agile scrum
- Technical documentation
- Training content

Software

- Microsoft Office
- Smartsheets
- Adobe
- JIRA
- Zendesk
- Postman
- MDM

- OSX
- Windows
- Android
- IOS
- Mix panel analytics

Customer Support Supervisor-(Technical) 10/2017 to 5/2018
4Insite, LLC
Responsible for team development including interviewing, hiring, and training employees. Implementation of policies and procedures for a starting Customer Support Team. Coach and develop the Technical staff to ensure optimum performance. Maintain proper documentation for each employee. Review and submit payroll transactions to ensure accuracy of paid time. Travel to contracted sites and conduct web/mobile application trainings.

Key skills

- Coach and development
- Hiring
- Fast learner
- Training program implementation
- Real time problem analysis and resolution

Bilingual Customer Support Specialist (5/2017 to 10/2018)
4Insite, LLC
Primary contact for Insite web and mobile Applications. Offer training and technical support for the end user as needed. Use proper ticket triage techniques to ensure prompt and efficient processing of requests. Test and Confirm software bugs. Conduct mobile application training's and device distributions at contracted sites.

Key Skills

- Strong listening, verbal, and written communication skills
- Understanding of software methodologies.
- Ability to multitask with multiple software platforms.
- Real time problem analysis and resolution.
- Quality assurance software testing.
- Technical Support for both desktop and mobile applications.

Bilingual Customer Support Representative *9/2017 to 2/2017*
Hunter Douglas, Inc.
Support for Hunter Douglas products including processing product warranty claims and repairs. Tier 1 technical support for smart home blinds.

Key Skills

- ERP Software (Enterprise Resource Planning)
- CRM (SaleForce.com)
- Phone Automatic Call Distribution systems
- Direct Web Intranet
- Online knowledgebase
- Email/ Chat communication

- Analytical thinking
- Multitasking with multiple software platforms
- Customer Service
- Product Management
- Troubleshooting

Account Executive (6/2016 to 8/2016)
Paramount Equity Mortgage
The liaison between the company and our advertising agency. My position is first contact with targeted clients.

Key Skills

- Organization and management of campaigns for multiple clients
- Maintain knowledge of company services
- Strong interpersonal skills
- Strong Multitasking skills
- Use dialing platform to handle a high volume of outbound/inbound sales calls

Operations Supervisor (Dates: 06/2011 to 6/2016)
Red hawk Casino

Key skills

- Schedule daily coverage, employee assignments and staffing levels
- Coach and develop team members to maintain and improve on expected levels of performance
- Support training programs and ensure adequate training and development of employees
- Ensure compliance with local jurisdiction gaming laws and employee regulations as well as the company's internal controls, policies, and procedures
- Respond to customer concerns and or complaints and develop a solution in a prompt and efficient manner
- Development and maintenance of department procedures database system

Dual-Rate Shift Supervisor (Dates: 07/2010 to 6/2011)
Colusa Casino Resort

Key skills

- Highest quality standards in all areas of guest service, hospitality and developing players.
- Organize the assigned shift, team member assignments. break schedules and staffing levels.

- Coach and develop team members to maintain and improve on expected levels of performance, promotion, and productivity by using positive motivation.
- Promote an atmosphere that encourages team members to share ideas, discuss concerns and resolve conflicts.
- Strive to meet revenue goals by ensuring all slot machines are in working order.
- Build positive guest relations through prompt, courteous and efficient service

Slot Attendant (Dates: 08-2007 to 6-2010)
Colusa Casino Resort

Key Skills

- Process/pay jackpot wins and required tax paperwork.
- Ensure slot machines stay in operation and perform troubleshooting as needed.
- Promote departmental and property-wide promotions.
- Promote positive guest relations through prompt, courteous and efficient service

Store Cashier (Dates: 8/2006 to 9/2007)
Kohl's Department Store

Key skills

- Providing excellent customer service.
- Maintain cashier area
- Offer/process new Kohl's credit card accounts.
- Store Maintenance
- Process Returns/Exchanges

Other Languages
- Spanish (read, write, and speak)

Education

University of Phoenix | Sacramento | Current Student
Graduation date: 3/2021
Bachelor of Science in Information Technology/Software Development

University of Phoenix | Sacramento
Associates of Arts in Information Technology
Sacramento City College | Sacramento
Course work in computer network administration

Accomplishments
- Phi Theta Kappa Honors Society