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| PAtrick de la guardiaMiami, FL · 786-426-0795Delaguardia.co@gmail.com · [My LinkedIn Profile Link](https://www.linkedin.com/in/patrick-de-la-guardia-7564a395/) · [YouTube Channel](https://www.youtube.com/channel/UCTOywtIvKKRyqfoJ1eRw9kA?view_as=subscriber) |
| I am a Product Manager on the Strategy and Digital Innovation Team at the Miami HEAT, developing business applications to help generate revenue and create more efficient business processes! I specialize in Dynamics 365 CRM, Microsoft Power Platform, Azure DevOps, DocuSign, Asana, Zapier, HTML, CSS, JavaScript, SQL and more. I won the Presidents Performance Award my first year as the Product Manager of Business Applications. |

# Experience

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| July 2019 – PresentProduct & CRM manager, business applications, miami heat* Manage, develop and roadmap all the business applications at The Miami HEAT.
* Business applications include: CRM, mobile apps, web apps, workflows, and more.
* Work closely with developers, analysts, and designers to estimate project and product timelines. Using agile methodology, I continuously test these products and survey users.
* Lead projects with multiple stakeholders ranging from C-Suite to other top-level executives and present these projects and products on a monthly basis.
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| November 2018– July 2019crm coordinator, miami heat* Managed the CRM’s maintenance, integrations, trainings and worked closely with our developers to make sure they understood project requirements.
* Created reports for the Director of Sales, distributed leads, and developed processes for our sales reps. Based on the data, I would make decisions on which leads to target.

October 2017– June 2018Admissions Director, Ironhack* Developed sales pitches and presented curriculum decks on HTML, CSS and JavaScript. Hosted multiple programing, UX/UI, and general startup events every month.
* Worked with other startups to collaborate on events, projects and more.
* I was the CRM admin of the Pipedrive CRM and used Mailchimp for marketing automation and A/B testing. I used the CRM to create reports and understand customer insights.
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# Skills

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| * Dynamics 365 CRM, Microsoft Power Platform, Azure DevOps, DocuSign, Asana, Zapier, HTML, CSS, JavaScript, MySQL, PostgreSQL
* Project Management, Product Management, Agile
 | * User Stories, Research, Testing, Roadmapping
* Excellent written and oral communication skills, Microsoft Office, Google Suite
* Fluent in Spanish and English
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