

Manuel Alejandro Aguilera Rivera

- IT Project Manager

📍 San Pedro Garza García, Nuevo León

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📅 1990 Feb 17

Profile

I'm an information technology professional with 4 years of experience, grounded in business operations and delivering business value through technology. Proven success implementing and developing systems for several business core areas managed by Enterprise resource planning (ERP), Customer relationship management (CRM), Point of Sale (POS) and Property Management Systems (PMS).

Professional Experience

Grupo Vidanta, Project Manager

2018 May - 2020 Apr

Responsibilities:

Ensure that projects are carried out according to the PMI methodology and other standards like ITIL and ISTQB.

Constant interaction with business areas, establishing the best relationship with them.

Keep track of budget, payments, invoices and deliver a correct budget management.

Management and registration of risks, delivering communication and solutions.

Maintain the global vision of the projects portfolio, identifying impact and support for my colleagues/other projects.

Develop executive reports and status for the project.

Hold regular follow-up meetings with Business areas and Project Leaders.

Main achievements:

- Implemented Jungala Water Park ticketing system that includes: POS, Ticketing system, Website and integration with onsite PMS solution and Santander certification for web sales in Riviera Maya, the first water park for the company.
- Implemented Vidanta Elegant Cruise ship infrastructure for complete I.T. setup and to support operations. Infrastructure included setting up servers (installation of servers inside the ship), telecommunications (core lan, wireless lan, routers, switchers, network bandwidth monitor, firewalls and hotspots), databases, security (antivirus, logs and more) and I.T. operations requirements (domain controller and exchange servers).
- Implemented SPMS (Shipboard Property Management System) solution for cruise ship and ongoing business requirements for ERP, multiple integrations (Santander bank, Microsoft Dynamics, TimeShareWare)

Grupo Vidanta, Business Analyst

2017 Apr - 2018 May

Responsibilities:

Establish and maintain business relationship with IT.

Define and document business requirements, use cases and non-functional requirements following current corporate policies and best Babok practices.

Constantly identify areas of growth opportunity by analyzing processes, tools and current systems to recommend developments, simplifications and improvements.

Identify and categorize project risks.

Main achievements:

- Fast learner regarding internal process of the company (controller, accountant, income, front desk operation, sales, customer care center, retail, food & beverage and more) as well as IT systems that support front and back operations such as: Innsist, TimeShareWare, Microsoft Dynamics, Sharepoint and Cherwell.
- Assigned to new business projects like Jungala Water Park and Vidanta Elegant Cruise Ship technology implementation and upgrade.
- Successfully identify and analyze front and back operation processes (120+) that lean ground for current and future projects.

Responsibilities:

Responsible for creating, maintaining and building web pages. Creating web interfaces, landing, as well as corporate websites with great performance, responsive design and usability.

Web developer, researching and implementing new technologies and industry practices. Team leader. Trainer and speaker.

Main achievements:

- I was part of the team for the inception and creation of innovation technology department.
- Successfully develop and implement a CRM system from scratch for information technology and business incident management, easy to use and web based.
- Lead designer and developer for company technology evolution for customers and business areas and processes.

Agroquímicos Versa, Systems developer and Database Administrator

2014 Jun – 2016 Jul

Responsibilities:

Analysis, responsible of the creation and design of information systems, with the goal of automating processes, and improving productivity as well as a friendlier user interface.

Define Requirements. Integrate project. Develop and design user interface and prototype with HTML, CSS3, PHP. Design database (if any). Implement. Release. Fix bugs.

Main achievements:

- Analyze and develop systems for operations areas, improving and updating current processes with web systems.
- Being responsible for planification roadmap.

Education

Instituto Tecnológico de la Laguna, Bachelor's in Systems Engineering

2011 Jan – 2016 Jun | Torreón, Coahuila

Courses

Scrum Fundamentals Certified, VMEdU Inc

2018 Mar – 2018

Project Management PMI Course, Executrain

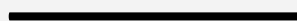
2017 Mar – 2017 | Nuevo Vallarta

Master Microsoft Project 2016, Udemy

2019 Mar

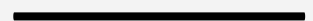
Languages

Spanish



English

TOEIC: 950



Software and coding languages

- Microsoft Project
- Microsoft Visio
- SmartSheet
- Office 365 (Word, Excel, PowerPoint, Teams, SharePoint)
- PHP
- SQL
- HTML5
- CSS3
- GitHub
- JavaScript