

# Victor M. Ramos

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## Professional Profile

Bilingual Project Manager (Spanish/English) with extensive experience and a proven track record of success across multiple industries. A proactive self-starter with a strong work ethic, integrity, and a results-driven mindset. Skilled in communication and collaboration, I excel at motivating teams to meet deadlines and deliver high-quality outcomes in fast-paced environments. A versatile team player, I effectively lead projects while also adapting to support team objectives as needed. Passionate about problem-solving, exceeding expectations, and driving continuous improvement, I am committed to delivering value and maintaining professionalism in every aspect of my work. My motivation stems from consistently achieving excellence, contributing to organizational success, and fostering growth within my teams.

## Skills Summary

- ◆ PMO
- ◆ Effective Communication
- ◆ Leading Multicultural Teams
- ◆ PMP Methodology (Waterfall, Agile and Hybrid)
- ◆ SDLC (Software Development Life Cycle)
- ◆ SaaS (Software as a Service)
- ◆ Cloud-based Software
- ◆ Construction Blueprints
- ◆ Project Software (MS, Jira, Azure, Trello, Smartsheet.)
- ◆ Reports, Documentation and Risk Analysis
- ◆ Microsoft 365
- ◆ Organizational Skills
- ◆ Analytical Skills
- ◆ Leadership
- ◆ Stakeholder Management
- ◆ Smartsheet
- ◆ SharePoint
- ◆ Roadmap

## Education

- ◆ **December 2023 - Master's degree, Project Management** / University of Wisconsin-Platteville | Wisconsin
- ◆ **August 2016 - Bachelor's degree in computer science** / University of Inter Americana Metro | San Juan, PR
- ◆ **August 2013 - Repair and Network Technician** / University of Inter Americana Metro | San Juan, PR
- ◆ **Jun 2012 - Application and Web Design Technician** / University of Inter Americana Metro | San Juan, PR

## Professional Experience

VCORE Systems | San Juan, PR     *Senior Project Manager (Contract)*     Jun 2023 – Dec 2024

- ◆ Led strategic planning and project execution to establish new enterprises and optimize existing business frameworks.
- ◆ Directed marketing initiatives, focusing on email marketing, automation, social media strategy, sales pipelines, funnels, content creation, campaigns, and trigger-based marketing.
- ◆ Advised on technology adoption strategies to enhance operations in restaurants and retail stores.
- ◆ Implemented and optimized point-of-sale systems, including Shopify, Square, WooCommerce, Toast, Clover, and Touch Bistro.
- ◆ Managed communication and technology rollouts for both new and existing clients, ensuring seamless integration.
- ◆ Collaborated with creative, digital, and sales teams to develop and execute high-impact marketing strategies.

**Signature (Darden Rest.) | Orlando, FL    *IT Project Lead// Manager* (Contract)    Feb 2022 - Jun 2023**

- ◆ Spearheaded the enhancement of websites and mobile applications for Darden Restaurants Brands, including Olive Garden, Longhorn Steakhouse, Cheddar's Scratch Kitchen, Yard House, The Capital Grille, Seasons 52, Bahama Breeze, and Eddie V's.
- ◆ Led and directed technology solutions across all project phases for the CRM and Digital Platform departments.
- ◆ Oversaw projects of varying scope, complexity, and type, including application development and outsourced services.
- ◆ Managed a globally distributed delivery team (Development, Engineering, and QA) utilizing Agile methodologies and the Software Development Life Cycle (SDLC).
- ◆ Maintained a comprehensive project plan encompassing timelines, budgets, and resource allocation.
- ◆ Developed and delivered clear, concise presentations and reports for all levels of leadership.
- ◆ Served as the primary liaison between brands and offshore teams, coordinating future releases and swiftly resolving issues.

**TransCore | Orlando, FL        *Senior ITS Team Lead* (Intelligent Toll Systems)        Aug 2016 - Feb 2022**

- ◆ Led the Monitoring, Maintenance, and Control Department for multiple FDOT authorities, including FTE, MDX, MDC, and OCX, overseeing operations for Reversible Lanes, I-4 Express Lanes, Flex Lanes, SR 417, and SR 429.
- ◆ Worked closely with project managers to enhance lane quality and ensure optimal performance.
- ◆ Managed and supervised a team of 15+ technology representatives in a 24/7 Network Operations Center (NOC) environment.
- ◆ Developed and tracked key performance indicators (KPIs) using various platforms, including Intranet, SharePoint, Confluence, Power BI, and Jira.
- ◆ Performed ticket triage across departments, troubleshooting issues and efficiently dispatching technicians to minimize downtime.
- ◆ Implemented a new ticketing process that improved access and functional issue reporting, achieving a 75% success rate.
- ◆ Collaborated with the QA team to ensure compliance with FDOT and client standards, driving continuous improvements in operational efficiency.

**Hernon Manufacturing | Sandford, FL        *IT Project Coordinator*        Aug 2014 - Aug 2016**

- ◆ ***Planned, ERP Implementation (SAP Business One):*** Led the migration from Sage MAS 200 to SAP Business One, ensuring a seamless transition. Prepared, cleaned, and imported master data files to maintain data integrity. Collaborated with vendors to address migration challenges and customize system functionalities. Conducted proof-of-concept testing and provided comprehensive training sessions to drive user adoption.
- ◆ ***Data Center Setup :*** Researched, planned, and coordinated the implementation of a new data center. Managed vendor bids and pricing for data cabinets, switches, firewalls, and an SAP server. Assisted in implementing a new building alarm system to enhance security. Oversaw vendor communication to troubleshoot challenges and finalize solutions.
- ◆ ***CRM Migration:*** Led the migration from Dynamics to Salesforce, ensuring a smooth transition. Facilitated legacy data transfer from Act! 2000 to Dynamics CRM before the Salesforce upgrade. Ensured data accuracy by cleaning and integrating leads and contact information into the new system.

- ◆ **PBX Phone System Upgrade:** Managed the PBX phone system upgrade, scaling from 20 to 40 users to support company growth. Coordinated with vendors and internal teams to minimize disruptions during implementation.
- ◆ **Office 365 and Active Directory Support:** Provided ongoing support for Office 365 and Active Directory systems. Resolved IT tickets, including user account management, license assignments, and access permissions. Maintained system efficiency by ensuring appropriate user access and security compliance.
- ◆ **Building Expansion:** Supported company expansion by overseeing the setup of technology infrastructure in the new facility.
- ◆ **Daily Stand-Ups and Team Coordination:** Conducted daily stand-ups to update managers on project progress and address roadblocks. Took a proactive, hands-on approach to resolving IT help desk tickets and troubleshooting technical issues.

**Global Further Tech | San Juan, PR**

***Project Manager***

**Oct 2008 – July 2014**

- ◆ Provided end-to-end project implementation guidance, ensuring seamless execution from initiation to completion.
- ◆ Defined project scope, established goals and milestones, developed schedules, and optimized resource allocation to ensure on-time, within-budget delivery.
- ◆ Acted as a key liaison, facilitating clear and effective communication between clients and vendors.
- ◆ Researched and recommended tailored technology solutions that aligned with clients' specific needs and business objectives.

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## Additional Information

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**LinkedIn Profile:** <https://www.linkedin.com/in/victormramosdiaz>

**Personal Website:** <https://victormramos.com/>