

# Joseling González Gómez

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## Associate Project Manager

### PROFESSIONAL SUMMARY

Systems Engineer with 3+ years of experience in risk, delivery, and project management in the Software and Telecom engineering industries. Expert in leading cross-functional teams and directly contacting stakeholders, recognized for improving project processes by 15% with agile methodologies, currently seeking a new opportunity in a multinational to develop my soft and technical skills.

### SKILLS

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- **Technical:**  
Intermediate: Athena Service (AWS), Python, Excel, Linux, and HTML & CSS.  
Basic: Azure and SQL.
- **Tools:**  
Professional: Slack, MS Teams, Notion, Odoo (CRM), ISDP (CSP), Tango, MS Office, Outlook & G-Suite.
- Cloud Computing knowledge
- Experience with Agile and iterative development processes.
- Analytical Skills.
- Cross-functional collaboration.
- Agile methodologies
- Problem-solving.
- Stakeholder engagement.
- Self-starter professional.

### WORK EXPERIENCE

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#### Business Analyst

August 2024 – Current

#### Amazon

- **Defining** LeaseTech (Leasing Technology) **requirements** and using **data** to draw business insights to implement new features for 5 business units in all the regions.
- **Collaborating closely with 4 Technical Program Managers** to review, update, maintain, and drive innovation in LeaseTech processes into the Tango - LeaseTech platform.
- **Extract and process data** in Athena DB (AWS) to provide developers with the necessary information for implementing updates on the LeaseTech - Tango platform and configuring the new profiles and roles on the platform.

#### Project Control Manager

October 2022 – August 2024

#### Ekspresa Consulting CORP.

- **Managed and tracked** 2 Telecom projects of Microwave technology and Optical Line Termination projects using the Kanban methodology in collaboration with external partners on the ISDP/CSP, which resulted in 15% signage optimization in all Costa Rican regions.
- **Supervised** the **quality** of installation processes in collaboration with the Senior Project Manager over 4 Data Centers at the central regional level, resulting in a 10% increase in safety and regulatory compliance.

#### Associate Operational Project Manager

November 2022 - June 2023

#### Akurey.

- **Led and empowered** a cross-functional **team** of 5-7 Software Engineers, 2 QA, and 1 DevOps member to ensure successful deployments and **managing** projects with agile principles and facilitating each Scrum event, **resulting in a 20% improvement in lifecycle fulfillment** in more than 5 projects in Odoo (CRM).

- **Collaborated** as a **central point of contact** for 7+ **stakeholders**, including the **CEO, Account Managers**, and **department heads to gather business requirements** and align them to project deliverables for each sprint, resulting in a 15% increase in overall internal stakeholder satisfaction score.
- **Identified areas for improvement** within the **release and deploy workflow** by **collaborating with the DevOps team** and the **Chief Strategic Officer** resulting in 25% seamless integration of new features on the CRM **with the Python language**.
- Drove the **optimization of a system control assets management** for 2 internal stakeholders enhancing the assets controls into the company and ensuring compliance with Procomer's policies on ODOO with Python language.

Project Control Manager

June 2021 – November 2022

*Ekspresa Consulting CORP.*

- **Oversaw and led 4 cross-matrix teams**, consisting of three to five members each, for the ATN's projects providing them guidance, support, and supervision on the installation assignments resulting in a 20% increase in project success rates at the regional level.
- **Managed the end-to-end implementation** process of Microwave and LTE projects and the hoc reports on the ISDP system, ensuring flawless execution achieving a 15% improvement in project delivery time.

## **EDUCATION**

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Bachelor in Systems Engineering

January 2013 - June 2017

*Universidad Tecnológica Costarricense*

## **CERTIFICATIONS**

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Linux Administrator LPIC-1

March 2024 – September 2024

*Virtual Learning Academy*

ISO 27001

April 2024 - April 2024

Hacker Mentor

Ethical Hacking

March 2024 - March 2024

Hacker Mentor

Cloud Computing

January 2024 - February 2024

Rocket Girls

Linux Essentials

November 2023 - January 2024

Rocket Girls

Scrum Product Owner

September 2023 - September 2023

Master of Project Academy

Business Analysis & Process Management

August 2023 - August 2023

Coursera

Scrum Foundation

November 2022 - November 2022

CertiProf

## **LANGUAGES**

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- Native Spanish
- English B2

## **VOLUNTEERING**

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### **Python Docent**

April 2024 – Current

*Rocket Girls Foundation.*

- Developing and teaching comprehensive content covering key topics such as data structure, functions, and object-oriented programming for four groups of 15-20 women helping them to develop and enhance their knowledge in Python programming language with a period of 2 months for each group.