

Mario Edgardo Sanchez Alamo

me@bohemio.com | 206-650-8370

A dynamic leader that facilitates the productivity of technical resources collaborating across functional groups.

WORK EXPERIENCE

INDEPENDENT CHANGE AGENT | April 2008 – Present

Business Continuity and Growth Advisor, Angel's Bakery Llc | December 2013 - Present

- .Advised principals on managing capital and establishing practices to achieve growth targets, such as the implementation of production control sheets and sales audit practices to improve visibility, reduce revenue loss, and inform resource investments, resulting in a 30% YoY growth in revenue
- .Mediated service provider contracts, resolved vendor billing disputes, provided bookkeeping and tax reporting services, managed employee orientation and payroll, and directed digital and print media promotion initiatives

Solutions Design Principal, ICO Inc. | September 2012 – December 2013

- .Established remote and virtualized group collaboration practices; led project integration efforts; mentored project integration technical resources
- .Structured a community cooperative agency promoting infrastructure redevelopment and open learning initiatives in marginalized communities
- .Developed a change agency leadership seminar to enable community leaders to manage local projects
- .Deployed and managed proof of concept of a drupal Commons (Acquia) community website instance configured on Amazon AWS web services platform

Youth Soccer Administrator and Trainer, SeaTac United | February 2012 - December 2013

- .Co-founded youth athletic and leadership development organization, delivering high-quality soccer training in low-income communities; managed operational transition in becoming an AYSO pilot region
- .Defined player objectives and training plans, and delivered coach and volunteer education resources
- .Implemented the AYSO Community Volunteer Protection Advocate (Safe Haven) program
- .Developed a Youth Associate volunteer program, to expose teenagers to service and leadership practices
- .Designed under-5 soccer skills development programs; and delivered instruction to ages 3 to 12

Guest Lecturer, University of Washington | Fall 2011 and 2012

- .Structured 10-week introductory course on traditional and agile project management practices
- .Prepared course content, maintained website, forums and assignment repositories, supervised graduate assistants
- .Trained informatics undergraduates on the use of Microsoft Project; and, mentored term project groups

Process Improvement Engineer, Milliman Care Guidelines | September - December 2011

- .Co-authored systems risk assessment across functional groups, and produced business process controls guide for executive team and senior management
- .Developed a hybrid process documentation and modeling scheme that accounted for interactions across functional groups to aid executives to prioritize improvements to the Salesforce client onboarding workflow

Senior Analyst Business Intelligence, Avyci Solutions Llc | April - July 2011

- .Authored Share Point integration services work statements (RFPs) for municipalities and health agencies
- .Advised senior marketing managers of established bank on defining operational dashboard KPIs, and resolved SharePoint reporting (visualization) and data requirements

WORK EXPERIENCE (Continued)

AMAZON.COM | February 1997 - April 2008

Operations Program Manager, Cell Phones and Services Store (RCX) | September 2006 - April 2008

- .Managed carrier technical support relations, and critical event response processes, benchmarks and protocols
- .Reduced fraud by designing monitoring and order sidelining processes, and defining investigation processes
- .Developed analytic tools to monitor workflow systems and improve performance, to resolve user experience issues rooted in merchandising, ordering, fulfillment, and activation systems

Technical Program Manager, Business Intelligence (Merchant Analytics) | December 2004 - July 2006

- .Managed an agile project lifecycle to structure and publish four Seller Central merchant performance reports
- .Established requirements for aggregate data sets, production load jobs SQL, and visualization
- .Eliminated redundant overhead by planning and directing the migration of legacy service load jobs

Systems Analyst II, Business Intelligence (Data Management Tools) | 2002 - 2004

- .Served as first-tier responder to all Datanet users, troubleshooting and prioritizing user interface work items
- .Guided users on leveraging data extraction tools, and proposed underlying XML scheme improvements
- .Structured and delivered learning programs, piloting a trainer incubation framework for remote learning

Business Analyst II, Global Customer Service Operations Management | 2000 - 2002

- .Maintained data queries, reporting spreadsheets and decision-support visualizations of the daily and weekly global call center agent performance and contact resolution data sets.

Launch Customer Support Lead, Payments Services for Buyers and Sellers | Aug 2000 - Feb 2001

Business Analyst, Auctions and zShops 3rd-Party Customer Support | May 1999 - Jul 2000

Launch Customer Support Lead, Amazon Auctions and Sothebys.com | Nov 1998 - May 1999

Accountant, Global Finance Operations | Feb 1997 - May 1998

NOTEWORTHY PROJECTS and INITIATIVES

Multi-touch and Mobile Interactions, USGBC Caribbean | July - October 2013

.Planned and remotely coordinated the inter-sectorial collaboration of USGBC Caribbean, 3M, laKomuna, Avanzatorio, and three student teams from Puerto Rican universities competing to design and deliver multi-touch and mobile interactive solutions over a six week development timeline, using a contextualized agile project management framework, as part of USGBC's multi-media Green Market installation at Interpex 2013 in San Juan (Puerto Rico)

Youth Summer Digital Literacy Workshop, NewFutures.org | June - August 2012

.Organized a 5-week series of open forums to discuss digital resources and internet tools with underserved youth (ages 12-17), in partnership with New Futures

Complex Project Management WG, City University (Seattle) | Spring 2011 - Summer 2012

.Contributed group collaboration scenarios for a graduate course on complex project management integration

Seattle Area Happiness Index Project (SAHI), Sustainable Seattle | Winter 2010 - Summer 2011

.Researched data aggregation, visualization and reporting concerns for happiness initiative survey results
.Structured and conducted public policy manager surveys to build consensus on the list of population wellness indicators to be monitored

Green Power WG, Center for Information Assurance and Cybersecurity [UW] | Spring 2011

.Contributed user dashboard interaction use cases in developing a concept for a community-owned distributed renewable power resource (grid)

Impact of Public Policy On Information Assurance Programs, InfraGard AGORA | Fall 2010

.Led research and co-authored study on operational impact of U.S. cyber security laws, and proposed CIO toolkit to increase awareness on the exposure to liability

Tax Information Batch Reporting Project Lead, PayNorthwest | Spring 2010

.Managed a capstone project to re-engineer a batch reporting process based on Design for Six Sigma
.Directed discussions on integration needs, prototype design and testing, and process documentation
.Produced the XSL transform document, and prototyped the .NET ASPX application to automate tasks
.Led testing with and received certification from State of Washington Labor and Industries; and, reduced total monthly process time from one week to under 4 hours

Association of Information Management Students, The Information School, UW | Spring 2009 - 2010

.Vice-president; organized speaker engagements to satisfy membership professional development goals

Usability and Value Proposition of Professional Sports Web Assets, Independent Study | Spring 2009

.Researched the effectiveness of sports websites using the TEDS information value factors framework

Fraud Order Sidelining Policy, Amazon.com Cell Phones and Services Store | Winter 2007 - 2008

.Identified fraud indicators (behavioral and geographic), and established order sidelining rules
.Negotiated account investigation resources; and, eliminated ~\$60K+ quarterly loss in low-profit markets

Competitive Merchandising Analysis, Amazon.com Musica Latina Project | Winter 2007 - 2008

.Informed feature requirements by evaluating usability factors across the top digital music download sites

EDUCATION

University of Washington (Seattle)

The Information School

Master of Science in Information Management | June 2010

.Concentration in Information Services Evaluation and Architecture

.Certificate in Information Assurance and Cybersecurity (CNSS 4011, 4012)

Purdue University (West Lafayette, Indiana)

Krannert School of Management

Bachelor of Science in Management | May 1994

.Concentration in Accounting

Graduate Courses

.Human Aspects of Information Systems

.Human-centered Design Methods for Interaction and Systems

.Organization of Information and Resources—Ontologies

.Valuation of Information Services

.Management of Information Organizations

.Information and the Management of Change

.Policy, Law, and Ethics in Information Management

.Information Assurance Risk Assessment and Management

.Establishing & Managing Information Assurance Strategies

Continuing Education

.Change Agency

.IDEFO Process Modeling

.Data Modeling ER/Win Tools

.Object Oriented Programming Using C

.Operational Excellence Greenbelt—DMAic

PROFESSIONAL DEVELOPMENT INTERESTS

.Information architecture

.User experience

.Mobile applications design

.Value-sensitive systems design

.Complex systems integration

.Sustainable (integrative) product development

.Change agency

.Collective intelligence

.Community wellness

.Experiential youth development

.Information sharing, integrity and protection

.Permaculture

PROFESSIONAL AFFILIATIONS

.American Society for Information Science and Technology

.The Information Architecture Institute

.International Institute of Business Analysis

.The Atkisson Group (Transformative Change Institute)

COMPETENCIES

Program Management

.Excellent organization, interpersonal, and time management skills, with demonstrated experience balancing the daily activities in a portfolio of projects—using a variety of software packages and change management applications (Trello, Mindjet MindManager, Liquid Planner, MS Project, Remedy, Sharepoint), executing effectively using collaboration resources, meeting organizational deadlines, and keeping others aware of work plans and progress toward goals

Change Leadership

.Ability to work independently while cultivating a collaborative approach across operational excellence teams using advanced knowledge of agile project management principles (SCRUM, Design for Six Sigma, Lean, and IDEF) to improve enterprise capacity, and realize growth and optimization opportunities in a continuously changing environment of shifting priorities and fluctuations in scope

Analytic

.Solid analytical thinker with considerable experience working with executives to establish process KPIs, resource capacitation, and benchmarking objectives to establish the foundation for continuous improvement initiatives
.Informed system design, resource productivity targets, and client acquisition and retention strategies, along with corresponding risk management policies by collecting and analyzing qualitative and quantitative information through exploratory research, surveys, semi-structured interviews, field studies, process workflows, decision trees, cluster analysis, usability studies, and benchmark studies
.Practiced in relational database business intelligence archival and management practices, and demonstrated proficiency with advanced statistical analysis and reporting tools having produced complex SQL queries to aggregate and process merchandising, ordering, fulfillment and web analytics data from production sources into decision-support visualizations

Design

.Possess a strong aesthetic sensibility and a deep understanding of user-centered design practices, leading user interface design and prototyping sessions based on a context-aware, value-sensitive iterative approach
.Participated in defining the visual and functional requirements of user interactions relying on usability analysis, user personas, scenarios, use cases and customer journey maps to inform site maps, flow charts and wireframes

Product Management

.Conducted usability evaluations on the effectiveness factors and perceived value of content in professional sports websites (Boston Red Sox, Seattle Seahawks and Seattle Sounders)
.Established content, interaction and data archival requirements for Amazon's Merchant Analytics portal (SaaS)
.Produced competitive intelligence study to prioritize the functional requirements for Amazon's Musica Latina

Communication

.Exceptional verbal, written and presentation communication skills with extensive experience dealing effectively with business and technical stakeholders, clients and vendors, translating enterprise objectives into change strategies, and managing the requirements documentation and prioritization process to generate functional specifications, detailed project timelines, and integration risk management plans

COMPETENCIES (Continued)

Technical

.Advanced proficiency using Microsoft Office Word, Excel, Visio, and Project applications to create reports, presentations, complex spreadsheets, process maps and project work package cost estimations

.Practiced in content management practices, having built simple webpages using XHTML and CSS encoding, authored with IDEs such as XML Editor and Visual Studio, and creating graphics using Visio and Photoshop

.Able to configure, navigate, administer and work with software resources in Unix/Linux and Windows environments

.Appraised as a highly effective senior systems analyst, capable of quickly troubleshooting applications encoded in C++, C, Java and XML, being conversant of SDLC (software development lifecycle) practices and CMM (capacity maturity model), and providing software engineers detailed work tickets that eliminated duplication of efforts and enabled the prompt resolution of software bugs impacting production systems

.Utilized data management and modeling tools such as Quest TOAD and AllFusion ER/Studio to investigate and correct relational data variances between hundreds of global production databases and the data warehouse environment