

ORLANDO GONZALEZ, PMP, CSM

New York, NY | 646 234 5951 | OrlandoG7@gmail.com | www.linkedin.com/in/ogonzalez

TECHNICAL PROJECT MANAGER

TRANSFORMATIVE PROJECTS | AGILE, WATERFALL, HYBRID | END-TO-END SOLUTIONS
RAPIDLY DELIVERING BUSINESS VALUE USING THE RIGHT TOOLS AT THE RIGHT TIME

Twenty-eight years total IT experience: 12 as a PM, 5 as a BA and 11 as a Developer & Data Analyst. Delivering end-to-end software solutions by managing on-shore and off-shore teams for government, pharmaceutical and financial clients using Agile, Scrum, Kanban, Waterfall, SDLC, ITIL, and Six-Sigma.

CAREER ACHIEVEMENTS:

- ✓ Improved Disease Surveillance systems in NYC during the Covid 19 pandemic.
- ✓ Implemented numerous end-to-end technical solutions for NYC government agencies.
- ✓ Launched a complex Dynamics 365 construction permitting system used by LGA & JFK airports.
- ✓ Delivered various pharmaceutical risk management systems used throughout the USA.

TOP STRENGTHS & COMPETENCIES:

Project Management

- Stakeholder Engagement
- Cross-Functional Team Leadership
- Budget & Resource Management
- Risk Identification & Management
- End-to-End Project Scheduling

Business Analysis

- Requirements Elicitation & Analysis
- Process Analysis & Improvement
- Business Process Mapping
- Data Analysis & Insights
- Technology Fit-Gap Analysis

Technologies

- AWS & Azure CSPs
- Azure Machine Learning
- SQL, SSIS, SSRS
- Azure DevOps
- Jira & Confluence

AREAS OF EXPERTISE:

- Transitioning teams to Agile methodologies by facilitating iterative development & customer engagement.
- Controlling Project Scope, Schedule, and Cost using Earned Value Management techniques.
- Continuous Integration & Continuous Deployment to automate code integration, testing, & deployment.
- Managing new solution implementations from requirements gathering post-implementation support.
- Prototyping real-world solutions using Artificial Intelligence, Machine Learning, and Data Science.

TECHNICAL HIGHLIGHTS:

- Created a SQL Server Datamart for Financial reporting using Stored Procedures, SSIS & SSRS.
- Built an AWS Machine Learning prototype to de-duplicate a list of clinical facilities.
- Built an IoT water quality monitoring prototype to automatically create cases in Dynamics 365.
- Integrated an Azure Natural Language Processing service—QnA Maker—prototype into Dynamics 365.

Senior Project Manager:

- Successfully managing complex cross-functional IT projects that deliver life-saving medications to thousands of patients across the United States.
- Establishing clear goals and objective to ensure alignment and accountability throughout the project life cycle by collaborating with cross-functional teams and managing stakeholder expectations.
- Leading teams through the discovery of initial high-level requirements and feature prioritization while documenting detailed specifications.
- Exceeding financial expectations by diligently monitoring and controlling project budgets and ensuring optimal resource allocation.
- Concisely providing status updates to various stakeholders ensuring transparency and accountability while managing expectations and driving success.
- Leading incident management of complex production issues across a diverse set of hardware and software systems for servers and networking equipment located on premise and in the cloud.
- Managing the implementation of corrective actions among developers, network personnel, security, and infrastructure teams.
- **Technical tools used:** JIRA, Confluence, ServiceNow, Smartsheet, SharePoint, Azure DevOps, Visio, PowerPoint, Excel, MS Project, MS Dynamics 365, SQL, Power BI, Web Services, AWS.

Senior Project Manager:

Implemented numerous end-to-end solutions at NYC government agencies including disease surveillance enhancements during the height of the Covid 19 pandemic at the NYC Department of Health.

- Solved complex business problems by analyzing root causes, identifying issues and opportunities to leverage the latest cloud technologies to deliver results rapidly.
- Worked with executive leadership to formulate SOWs, Kick-off meetings, RFPs, SLAs, Communications Plans, Schedules, Scope, Change Management Plans.
- Managed cross-functional teams of Developers, Quality Assurance, Infrastructure, Jr. Project Managers, and Business Analysts from project inception to completion.
- Assigned tasks and responsibilities to project team members based on their skills and expertise while providing guidance and support to team members throughout the project lifecycle.
- Maintained timely stakeholder communication, managed scope, risks, and issues.

SPRUCE TECHNOLOGY INC. PROJECTS:**NYC Department of Health and Mental Hygiene****6/2021 – 12/2021**

- Improved Covid 19 reporting accuracy and timeliness by fine tuning SQL Server.
- Implemented a .Net system to for viewing/downloading of laboratory test results.
- Documented the business/operational workflow of the division of Informatics.
- **Technical tools used:** Azure DevOps, Visio, PowerPoint, MS Project, SQL Server Management Studio, T-SQL, Microsoft Visual Studio.

NYC Employees' Retirement System**3/2021 – 6/2021**

- Led a Network and Server Assessment Review to identify performance bottlenecks and configuration issues in Windows Servers and the Network.
- Oversaw the data collection for CPU processors, RAM, disk usage, I/O performance, server age and warranty status, OS versions and patch levels; as well as data for network topology, IP address schema, VLAN configuration, firewall rules & policies.
- Delivered a comprehensive assessment report documenting detailed findings.
- **Technical tools used:** SolarWinds, Acrylic Wi-Fi Heatmaps, Smartsheet.

NYC Department of Youth & Community Development **1/2021 – 3/2021**

- Migrated an older on-premises SharePoint site to Azure Cloud with minimal downtime using a phased migration approach during off-peak hours.
- Oversaw the analysis of site structure, content volume, user permissions, dependencies, the testing and validation of migrated content and functionalities.
- **Technical tools used:** MS Project, SharePoint Migration Tool.

NYC Department of Health and Mental Hygiene **3/2020 – 12/2021**

- Drove an elaborately detailed Requirements Fit Gap Analysis for NYC's Disease Surveillance and Monitoring Systems during the height of the Covid 19 pandemic.
- With limited resource availability and impending urgency, lead the gathering of requirements across multiple business units.
- Compiled, validated and prioritized requirements with the MOSCOW technique.
- Assessed 40 COTS products using a standardized score card; ultimately selected 3 solutions for proof-of-concept implementations.
- Created a fit-gap-analysis report with recommendations for software as well as business process improvements.
- Hands-on implemented several cloud-based solutions using Machine Learning, Red Hat Business Rule Management System, and Docker.
- **Project Highlight:** *Built an AWS FindMatches Machine Learning prototype to de-duplicate a list of thousands of clinical facilities. Configured an AWS data lake, Glue ETL, Crawlers, Classifiers, S3 buckets, Windows Servers, SQL Databases, VPNs, Permissions, to build a machine learning model to match and de-duplicate facilities.*

NYC Department of Environmental Protection **4/2017 – 3/2020**

- Delivered several end-to-end Microsoft Dynamics CRM solutions for internal Human Resources operations as well as two large and complex Dynamics 365 permitting/licensing applications on Azure Cloud with minimal customizations.
- Oversaw the definition of business entities and associated fields, security roles, workflows, business rules, forms, views and dashboards.
- Lead the design and implementation of mobile inspection forms and the integration of third-party payment systems.
- Insisted on minimum customizations and leveraging out of the box functionality.
- Lead scrum ceremonies, demoed sprints; gathered feedback and removed blockers.
- **Project Highlight:** *Built an IoT water quality monitoring system prototype to automatically create cases in Dynamics 365 whenever water became turbid. Used Raspberry Pi, MS Sensor Data Intelligence, Azure IoT Hub, & Power Automate.*

NYC Department of Veteran's Services **12/2016 – 3/2017**

- Implemented a Dynamics 365 solution for case management and event planning.
- **Technical tools used:** MS Team Foundation Server, MS Project, Dynamics 365.

NYC Administration for Children's Services **9/2016 – 12/2016**

- Documented the Department of Finance's business process flows by interviewing and users, validating process, and ultimately representing in Visio Flowcharts.
- **Technical tools used:** PowerPoint, Visio.

NYC Department of Health & Mental Hygiene **3/2013 – 9/2016**

- Oversaw the implementation of several financial management systems.
- Created a SQL Server Data Mart to summarize data from multiple financial systems (Accounts Payable, Contracts, Procurements, Revenue, and Budgeting).
- **Technical tools used:** SQL Server Management Studio, SSIS, SSRS, MS Project

ITIL Incident Manager:

- Managed the onboarding of newly developed applications onto the application monitoring framework by understanding system's expected behavior and configuring agents in Dynatrace.
- Monitored the systems and responded to incidence alerts by leading a matrixed group of personnel across Network Operations Centers, Security, DBAs, Developers, Windows and Unix engineers. Spearheaded the resolution of outages, documented root cause analysis, while maintaining senior management apprised of status. Managed the implementation of preventive actions.
- Maintained dashboards of KPIs and consulted with system owners on ways to fine-tune alerts to reduce false positives.
- Setup a team of Incident Management personnel in Monterrey Mexico to implement a "follow-the-sun" support model. The team was fully functional and productive in 3 months.
- Coordinated hand-off and ownership of active incidents between India, USA, and Mexico.

Business Analyst / Data Analyst:

- Tracked the migration of 10,000 Merrill Lynch desktops onto the Bank of America network ensuring minimal disruption to business operations.
- Automated the gathering of data from the CMDB to create reporting dashboards.
- **Technical tools used:** Dynatrace, MS Access, SQL Server, SQL Server Management Studio, SSIS, and SSRS

PMO Analyst:

- Helped institutionalize a project management best practices framework across a diverse set of departments at an enterprise level.
- Created a new project management reporting tool with SQL Server, Excel and Power point to automate dashboards to provide insights into Project KPIs such as budget, risks, and issues.
- Helped configure and onboard projects into a new implementation of Microsoft Project Server.

ITIL Project Analyst:

- Created an ITIL service catalog by interviewing service owners, understanding the various offerings across software, infrastructure and services. Helped articulate and document offerings and packages at various tier levels. Maintained catalog up to date and helped project managers choose offerings so they could have a rough order of magnitude price quote.
- Managed the implementation of an ITIL service catalog into an enterprise grade application.

Data Analyst:

- Designed laboratory information systems (LIS) reports to provide a comprehensive overview of patient's laboratory test results with clear, concise information
- Created and implemented balanced scorecards utilizing Excel, Access, SQL and SSRS reports to analyze firm-wide sales trends, improve forecasting, and optimize business decisions.
- Collaborated with cross-functional teams to design and implement data standardization initiatives, resulting in increased data accuracy and consistency.
- **Technical tools used:** MS Access, SQL Server, SQL Server Management Studio, SSIS, and SSRS

Infrastructure Lab Manager / Systems Analyst:

- Supported the Market Data infrastructure network by resolving production outages by coordinating across various production support teams.
- Coordinated the implementation and management of servers, network equipment and circuits.
- Helped design, plan and test datacenter disaster recovery plan.
- Managed a testing lab comprised of 100 servers and related network infrastructure.

Programmer:

- Created a reporting tool for documenting the Y2K compliance of thousands of software products.
- Worked within business team to provide automation solutions for recurring business reporting needs.
- **Technical tools used:** MS Excel, MS Access, SQL Server, SQL Server Management Studio.

EDUCATION

- Florida Atlantic University: BA Political Science (1997)
- Pace University: partially complete MBA (2002)
- New York University: Business Project Management certificate (2008)

CERTIFICATIONS

- PMP (2010) issued by the Project Management Institute
- Certified Scrum Master (2024) issued by the Scrum Alliance
- ITIL V4 (2010) issued by Axelos
- Six-Sigma Green Belt (2003) issued by Pfizer Pharmaceuticals
- Azure AI Fundamentals (2025) issued by Microsoft
- Azure Fundamentals (2023) issued by Microsoft
- AWS Cloud Practitioner (2020) issued by Amazon Web Services

ON-LINE TRAINING

- Coursera: Natural Language Processing in Microsoft Azure (2025)
- Coursera: Computer Vision on Microsoft Azure (2025)
- Coursera: Artificial Intelligence on Microsoft Azure (2025)
- Coursera: Microsoft Azure Machine Learning (2025)
- Coursera: Fundamentals of Data Governance (2024)
- Coursera: Microsoft Certified: Azure Fundamentals (2023)
- Coursera: Business Transformation with Google Cloud (2020)
- Coursera: AWS Certified Cloud Practitioner (2020)
- Coursera: AWS Fundamentals: Going Cloud-Native (2020)
- Coursera: AWS Fundamentals: Migrating to the Cloud (2020)
- Coursera: AWS Fundamentals: Addressing Security Risk (2020)
- Coursera: AWS Fundamentals: Building Serverless Applications (2020)