

Macayla Alvarez

IT Project Lead

Employment History

IT Project Lead at T-Mobile, LA

Jun 2022 - Present

- Led a team of 5 developers in the successful implementation of an e-commerce website that processed \$1M in sales in its first year.
- Managed a portfolio of 10 applications, ensuring 99% uptime for mission critical systems.
- Defined project requirements and oversaw development efforts for a new CRM system which increased customer satisfaction ratings by 15%.
- Implemented agile methodology across all projects, resulting in 20% faster delivery times.
- Led cross-functional teams of up to 30 people on large scale IT initiatives.

IT Project Manager at Microsoft, LA

Sep 2019 - Apr 2022

- Successfully completed an IT project on time and within budget.
- Successfully led a team of 10+ members to complete an assigned task.
- Managed risk effectively, resulting in no major issues or problems during the project execution phase.
- Communicated regularly with stakeholders to keep them updated on the project status and address any concerns they may have had.
- Created detailed documentation for all aspects of the project.

IT Project Coordinator at Apple, LA

Aug 2015 - Jul 2019

- Led a team of 5 developers in designing, building and deploying a new e-commerce website for Company XYZ. The site went live on schedule and within budget.
- Wrote user stories, acceptance criteria and helped prioritize the product backlog as part of an Agile software development process.
- Created detailed project plans using MS Project, which were used to track progress and keep stakeholders updated on milestones achieved.
- Monitored spending against the approved budget; raised flags when costs exceeded forecasted amounts.
- Coordinated communication between the IT development team and business users during testing phase to ensure all requirements were met before go-live date."

Certificates

Certified Project Manager (CPM)

Jan 2021

Certified Scrum Master (CSM)

Jun 2019

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Education

Bachelor of Science in Computer Science at Louisiana State University, LA

Aug 2011 - May 2015

I have learned how to design, implement, and evaluate software systems and how to apply the principles of computer science to other areas.

Links

[linkedin.com/in/macaylaalvarez](https://www.linkedin.com/in/macaylaalvarez)

Skills

Technical writing

Requirements gathering

Systems analysis

Project management

Change management

Configuration management

Software development

Languages

English

Arabic