

Yahaira Perez Jose

Project Manager

Project Manager Professional (PMP) with 5 years of experience in **product development** and **business analysis** with a demonstrated history working in the telecommunication and cloud computing industry. Successful managing product development and implementation projects from the conception of the product idea to final delivery, ensuring alignment with objectives and established standards, developing and **improving** the **business processes** required to deliver products to the customer and **launching product to market**.

Professional Experience

Oct 2011-
Mar 2017

Product Analyst (*Internet Solutions and Cloud Computing*)

Claro Dominicana (Former Verizon), Product Development Department, Santo Domingo, Dominican Republic.

- Design new products and lead implementation projects
- Develop Business case analysis for the implementation for new products and plan the implementation and go to market of new products
- Review product's Key Performance Indicators (KPI) and manage the strategies for each phase of the product life cycle
- Product Portfolio Management of assigned line of business
- Plan and execute the end-of-life process for legacy services and develop strategies for transitions to new services

Dec 2006-
Oct 2011

Provisioning Engineer

Claro Dominicana (Former Verizon), Service Provisioning Department, Santo Domingo, DR

- Configuration in company network equipment to register data services and voice trunks required by customers
- Design of customer services within the company's network and configuration of Data and Voice over IP services for enterprise and business customers
- Management of assigned work queues to fulfill client requirements, ensuring timely compliance with Agreements and Service Levels agreed with company's customers

Sep 2005-
Dec 2006

Provisioning Technician

Verizon, Service Provisioning Department, Santo Domingo, DR

- Assignment of facilities for fixed telephony services and Internet configuration for service orders received from our customers.
- Provide on line support to field technicians for the provisioning of the services in the customers' site.

May 2003-
Sep 2005

Assistant

Hotelbeds Accommodation and Destination Services, Receptive Tourism Department, Santo Domingo, DR

- Responsible for managing hotel reservations and local transportation for clients of International Tour Operators
- Administration of contracts with the different hotel brands
- Management of rates and allotment of Hotels to support Hotelbeds Online Booking System
- Support to the operation of transportation and customer service

Education

May 2006-
Sep 2008

APEC University, Santo Domingo, Dominican Republic

- *M.S. in Management and Productivity*

Sep 2000-
Oct 2004

APEC University, Santo Domingo, Dominican Republic

- *B.S. in Computer System Engineering*

Contact Info

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LinkedIn

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Skills

- Project Management
- Business Process Analysis
- Requirements Management
- Business Process Improvement
- Product Management & Marketing
- Product Development Process
- Budgeting
- Procurement Management
- Vendor Management
- Contract Negotiation
- Reporting
- P&L Analysis
- Advanced Knowledge of MS Office
- Advanced Knowledge of MS Project
- Knowledge of SQL language

Languages

- Spanish: Excellent (Native)
- English: Proficient (ESL)

Licenses

•Project Manager Professional (PMP), Project Management Institute, License [2009623](#)

•ITIL Foundation, AXELOS Global Best Practice, License GR750188347YP