



Jaime J. Ortiz

Senior Project Manager

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Executive Summary

Experienced senior project manager adept at leading remote cross-functional teams for globalized initiatives within the gaming industry. Possesses strong skills in overseeing and advancing the progress of IT projects. Professional with a further 15+ year track record in executive business development.

Experience

Project Management	Led the development of the 1st fully licensed online casino brand in the United Arab Emirates with a \$2M investment from concept to market. Collaborated with external agencies and with internal remote teams of product owners, managers and IT infrastructure. Steered the roadmap during the SDLC within a 10 month release plan. Managed scope to deliver on time and on budget. Gathered, documented and channeled business requirements. Collaborated with UX/UI specialists focusing on customer journey. Responsible for facilitating meetings and documenting actions. Analyzed systems to improve ongoing operations and processes. Reported to stakeholders on risk, KPIs and BI metrics. Ensured licensing requirements were met. Supervised a multi-brand portfolio.
Marketing & Negotiations	Oversaw vendor/strategic partner relations and negotiations. Performed financial analysis on proposals from potential providers. Reported on the activities of the on-the-ground marketing team. Supervised affiliate traffic, ROI and other KPIs. Wrote articles on products and proofread existing content.
People Management	Guided a high performing team of 20 using Agile and Scrum within product, finance, marketing, compliance and customer initiatives. Worked closely with diverse colleagues of multiple nationalities, personalities and hierarchies. Promoted transparency and openness in the work environment.

Personal Qualities

Leadership.
Strategic planning.
Problem solving.
Strong Communication.
Innovation.
Collaboration.
Adaptability.

Career Path

2021-current	Senior Project Manager
Gaming City	
2021-2021	General Manager & Franchise Director
The Coffee Bean & Tea Leaf	
2019-2020	Project Manager
ORM Plus	
2007-2020	Franchise Director
Rock Burger Group	Chief of Franchise Operations
	General Manager
	Marketing Manager

Skills

Microsoft Suite | Atlassian Suite | Sisense BI
Citrix Workspace | Slack | Mattermost
Scrum | Risk management
Stakeholder relations | Client facing
Fully bilingual | Professional writing
Tech-savvy | CRM systems

Education

Business Administration B.B.A, Marketing Loyola University New Orleans	2005
Agile Project Management University of Maryland	2021

Certifications

Digital Marketing Analytics University of Maryland
Brand Management London Business School
Scrum Product Owner I.S.I
Software Product Management University of Alberta

References

Available upon request

Entrepreneurship / Personal

Mangle Bar	Owner & experience director
Selina	Experience board
McFarland Press	Published author