

# Andres Ho

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## SUMMARY

Dynamic Senior Program Manager with over 6 years of experience leading technical project management initiatives in fast-paced manufacturing environments. Proven ability to develop cross-functional teams and drive strategic objectives that enhance operational efficiency and customer satisfaction. Strong leadership skills with a focus on conflict resolution and team performance enhancement, leveraging industry knowledge to inform business decisions. Committed to fostering a culture of innovation and continuous improvement to achieve exceptional results.

## EXPERIENCE

### Senior Program Manager

March 2021 - Present

Tech Solutions Inc.

*Chicago, IL*

Lead program management activities focusing on the technical transfer of client projects. Direct collaboration across departments ensures project success and operational excellence.

- Managed successful technical transition for over 15 client projects aligned with company goals.
- Developed high-performing cross-functional teams synthesizing varied viewpoints for cohesive strategies.
- Implemented decision-making processes informed by data analysis, driving project success.
- Fostered accountability within teams through intentional conflict resolution practices.
- Drove innovative solutions, achieving significant improvements in market competitiveness.
- Guided junior project managers with mentoring to bolster team capability.

### Program Manager

June 2018 - February 2021

Global Manufacturing Corp.

*Peoria, IL*

Facilitated numerous operational projects, focusing on cost reduction and enhanced efficiency. Influenced project scopes actively while enhancing stakeholder relationships.

- Spearheaded program management for operations, achieving significant cost reductions.
- Collaborated closely with stakeholders to align project execution with corporate strategies.
- Crafted comprehensive plans overseeing milestones for project adherence.
- Refined communication methods encouraging understanding and transparency among all levels.
- Evaluated market trends to generate informed recommendations impacting project directions.
- Conducted workshops on project management transforming team effectiveness.

### Project Coordinator

January 2016 - May 2018

Innovatech Solutions

*Naperville, IL*

Supported project schedules ensuring compliance with quality and timing standards. Enhanced overall project efficiency through cross-department coordination.

- Assisted with managing schedules and resources contributing to timely delivery.
- Enhanced interdepartmental collaboration addressing challenges effectively.
- Monitored project's KPIs reporting directly to management for necessary adjustments.
- Documented project processes adhering to company frameworks.
- Participated in optimization efforts improving productivity across teams.
- Engaged continuously in industry developments maintaining best practices.

## LEADERSHIP & AWARDS

- Employee of the Month, Tech Solutions Inc., April 2022.
- Leadership Recognition Award, Global Manufacturing Corp., January 2020.

## EDUCATION

### Bachelor's Degree in Business Administration

2015

University of Illinois GPA: 3.6

*Springfield, IL*

**Coursework:** *Marketing Principles, Operations Management, Financial Analysis, Project Management*

## CERTIFICATIONS

- Project Management Professional (PMP) 📅 2023
- Certified ScrumMaster (CSM) 📅 2024

## TECHNICAL SKILLS

- **Project Management Tools:** Trello, Asana, Microsoft Project
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Data Analysis Tools:** Excel, Tableau, Google Analytics
- **Documentation Software:** Confluence, SharePoint, Notion
- **Collaboration Platforms:** JIRA, Monday.com, Wrike
- **Agile Frameworks:** Scrum, Kanban, Lean
- **Financial Management Software:** QuickBooks, SAP, Oracle
- **Quality Management Systems:** ISO 9001, Six Sigma, TQM
- **Cloud Platforms:** AWS, Azure, Google Cloud
- **ERP Systems:** SAP ERP, Oracle ERP, NetSuite

## SKILLS

- Program Management
- Project Coordination
- Team Leadership
- Strategic Planning
- Conflict Resolution
- Data Analysis
- Stakeholder Engagement
- Process Optimization
- Risk Management
- Budget Management
- Cross-functional Leadership
- Technical Transfer
- Quality Assurance
- Agile Methodologies
- Operational Excellence
- Performance Monitoring

## PROFESSIONAL AFFILIATIONS

- Member, Project Management Institute (PMI).
- Sponsor, local community tech workshops.

## LANGUAGES

- English (Native)
- Spanish (Proficient)

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST