JARED GUILES

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SUMMARY

Self-motivated software engineer skilled in project management, product development, and knowledge/information governance. Experienced in agile/scrum project management methodology with DevOps management skills. Successful in leading platform advancement and innovation, strategic project execution, and product lifecycles. Detail-oriented and data-driven with proven problem-solving skills.

SKILLS

PROFESSIONAL

- HTML • CSS • JAVASCRIPT
- PHP • SQL • REST API
- FTP/SFTP • SSH
- GIT RESPOSITORIES
- AGILE / SCRUM METHODOLGY
- DEVOPS TOOLS
- AWS DOCKER
- GRAFANA • TABLEAU

PERSONAL

- COMMUNICATION
- ORGANIZATION
- ADAPTABILITY
- SELF MOTIVATION
- CRITICAL THINKING
- INTUITIVE
- SELF-INITIATIVE
- LEADERSHIP

EXPERIENCE

WEBSITE SUPPORT MANAGER
2020 - 2021

Emberly Digital LLC
- Managed development projects, ongoing platform maintenance, and new client onboarding
- Responsible for troubleshooting and debugging escalated service and platform issues
- Lead department growth by creating roadmaps, managing KPIs, and monitoring performance
- Maintained department books and financial reports for upper management

KNOWLEDGE MANAGEMENT SOFTWARE DEVELOPER
2019 - 2020

Booking.com
- Managed a global internal platform used by over 10,000 employees
- Implemented and maintained DevOps and infrastructure strategy, including code repositories, release plans, testing, feedback loops, and health metrics/monitoring
- Managed projects including platform improvements and maintenance using agile and scrum methodologies, working with 200+ content owners and stakeholders across the globe

OUTBOUND EXECUTIVE
2017 - 2019

Booking.com
- On-boarded, instructed, and educated new/potential partners on tools and systems
- Proactively contacted new/potential partners to provide commercial support and assistance while listing their property and overcoming possible objections
- Contacted active partners for specific opportunities, including availability, property verification, and campaigns for services/products (Booking Suite, XML, Genius, Preferred), etc.

WEBSITE SUPPORT MANAGER
2014 - 2017

Valorous Circle LLC
- Managed a team of developers supporting 300+ clients in development and maintenance projects
- Responsible for troubleshooting and debugging escalated service and platform issues
- Lead department growth by creating roadmaps, managing KPIs, and monitoring performance
- Delivered design and development, project management, and training services to clients

MARKETING COORDINATOR
2013 - 2014

Jenison Center for the Arts
- Created and executed media advertisement campaigns for print, billboard, radio, and social media
- Designed, developed, and maintained a website for ticket sales and event information
- Developed and produced monthly newsletters and ticket packages for patrons
- Aided event coordination, lighting design, and student mentoring

CERTIFICATIONS & TRAININGS

- **DALE CARNEGIE**
  Managing Customer Expectations
  Online Training Certification

- **MASTERMIND BUSINESS COACHING**
  Leadership Transformation
  1:1 Business Coach & Group Training

- **GOOGLE ANALYTICS ACADEMY**
  Basic & Advanced Google Analytics
  Online Training Certification

- **PROJECT MANAGEMENT INSTITUTE, INC.**
  CAPM® - Certified Associate in Project Management
  Pending Completion in 2022

REFERENCES AVAILABLE UPON REQUEST