

OZZY ALEGRE

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Dynamic and results-driven Product Manager with a strong background in API integrations, customer support, and troubleshooting complex systems. Proven ability to bridge the gap between business and engineering teams, ensuring seamless software adoption and high customer satisfaction. Excels in fast-paced environments, automating processes, and driving impactful product improvements.

EXPERIENCE

ONE SOTHEBY'S INTERNATIONAL REALTY

Product Manager

2022-Present

- Served as the primary technical resource for internal teams and external vendors, troubleshooting API integrations, debugging system issues, and ensuring seamless product adoption.
- Designed and launched an internal contact data collection app by collaborating with cross functional teams, generating an additional \$250,000 in revenue over 12 months by improving lead capture and qualification processes.
- Launched an integrated single-sign-on platform that unified user access to multiple third-party and internal applications resulting in a 37% decrease in IT support tickets related to password resets and access control.
- Implemented and optimized API-driven integrations with third-party applications, improving data synchronization and increasing operational efficiency across multiple departments in the organization.
- Built a suite of Python scripts to audit user engagement across all of our software products, creating reports and informing leadership on product success, and decreasing overall licensing overage costs on underutilized products.
- Developed a web scraping tool that extracts public records data, packages it for export, and integrates with internal applications using webhooks and API endpoints to automatically track license and personnel changes.
- Created technical documentation and training materials to enhance help desk support and improve collaboration between technical and operations teams.

IT Specialist

2020-2022

- Deployed a ticketing system across the IT department, cutting help desk resolution times from 4 hours to 2 hours within 6 months, boosting customer satisfaction and service efficiency.
- Developed API monitoring tools using Postman to track system performance and identify issues before they impacted users.
- Led the deployment and expansion of the Meraki network systems from 9 to 30 office locations, improving network management efficiency and reducing IT related network issues by 45%.

OFFICE OF THE PRESIDENT, FLORIDA INTERNATIONAL UNIVERSITY

Office Associate

2017-2020

- Digitized the contract management system, reducing contract turnaround time and ensuring compliance with auditing standards through Microsoft Power Automate.
- Coordinated with university leadership and United Way to triple fundraising contributions, raising \$50,000+ for charity initiatives.
- Designed and maintained public-facing office websites, ensuring accurate and compliant documentation of Board of Trustees meeting minutes.

EDUCATION

FLORIDA INTERNATIONAL UNIVERSITY

Miami, FL

Bachelor of Science, Major in Computer Engineering, Minor in Mathematical Sciences

- Directed a multidisciplinary team of engineers to create an innovative video game utilizing Microsoft Kinect technology, aimed at improving cognitive skills in children with autism.

PROJECTS

- **GradeGuard:** A centralized web dashboard to track student grades built on Laravel PHP framework. Allows users to consolidate email grade reports into a dashboard to highlight grade trends week to week.
- **MailchimpSync:** An automated python script that automatically updates Mailchimp with new contacts by checking for new users in an Okta tenant by leveraging the Mailchimp API and Okta Users API.

ADDITIONAL INFORMATION

- **Programming Languages:** Python, PHP, SQL, JavaScript, C++, C#
- **CRM Tools / API Platforms:** Salesforce, Airtable, Postman, Insomnia
- **Collaboration Tools:** Slack, Microsoft Teams, Confluence, Jira
- **Data Analytics & Visualization:** Grafana, Metabase, Tableau
- **Project Management:** Scrum Master, Agile, Waterfall