

# OZZY ALEGRE

786-391-6958 • [LinkedIn](#) • [contact@ozzyalegre.com](mailto:contact@ozzyalegre.com) • [ozzyalegre.com](http://ozzyalegre.com)

Dynamic and results-driven product manager with a proven track record in leading product initiatives, software implementation, and process automation. Adept at transforming business needs into innovative product solutions, achieving high adoption rates, and driving revenue growth. Ready to bring a unique blend of technical expertise, product leadership, and business acumen to a Product Manager role.

## EXPERIENCE

### ONE SOTHEBY'S INTERNATIONAL REALTY

#### Product Manager

2022-Present

- Led product initiatives by partnering with third-party software providers, negotiating high-value contracts, creating implementation and strategy documents, achieving over 70% product adoption rates from our sales associates.
- Owned 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.
- Improved lead-to-customer conversion rate by 20% due to streamlined lead nurturing and automated email marketing follow-ups enabled by CRM integration.
- Directly impacted our company-wide listing property workflow by optimizing and automating several steps reducing processing times by 40% and allowing listing coordinators to process a higher load of listings.
- 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.

#### IT Specialist

2020-2022

- Implemented a ticketing system across the IT department that decreased help desk ticket resolution times from 4 hours to 2 hours in the first 6 months of its adoption.
- Negotiated contract with new VOIP provider, achieving a 50% monthly cost reduction and a successful 2 month migration to new provider ensuring zero disruptions to business operations.
- Led the deployment and expansion of the Meraki network system 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

- Implemented a paperless contract management system that decreased contract turnaround time and optimized document filing to meet compliance and auditing standards.
- Coordinated with university leadership and United Way to organize a series of fundraising events, achieving a 200% increase in donations, raising \$50,000+ for the United Way cause.
- Designed and managed office websites for the preparation and public dissemination of meeting minutes for the Board of Trustees at a public university, ensuring accuracy, compliance, and timely availability of records.

## EDUCATION

### FLORIDA INTERNATIONAL UNIVERSITY

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

Miami, FL  
2021

- 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.

## ADDITIONAL INFORMATION

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