

# LUZ G. RODRIGUEZ, PMP

## Multimedia Project Manager

Creative Project Manager with IT, marketing, & mortgage background. Eager to provide a visually pleasant & intuitive experience for end-users. Coachable. Able to adapt to new concepts, technologies, & environments. Passion for design with exceptional communication skills.



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BILINGUAL: ENGLISH & SPANISH



HOUSTON, TX

### PROFESSIONAL EXPERIENCE

#### AMCAP MORTGAGE, LTD.

MULTIMEDIA PROJECT MANAGER

2016 - CURRENT

- Responsible for the launch & management of four (4) separately branded SharePoint Intranets.
- Facilitated the onboarding of new partner locations by providing marketing training, onsite professional headshots, brand guidelines, & key resource overview.
- Created & scheduled weekly digests distributed companywide (1000 internal stakeholders).
- Configured HTML Signatures in CodeTwo for entire company including nine (9+) DBAs.
- Created content using ChatGPT as a starting point.
- Began as an Encompass Support Specialist
  - System Administrator for company Loan Origination System (LOS)

#### NRL MORTGAGE

IT SUPPORT SPECIALIST

2014 - 2016

- Specialized in providing effective technical support both remote & onsite via ticketing system, phone, & emails to 700+ users.
- Responsible for onboarding new hires.
  - Provided configured equipment, system credentials (Email, Encompass, Optimal Blue, Intranet, IP Phone, & eFax), configuring employee websites, & emailed updates to managers.
- Designed welcome emails for new employees at least 300+ hires.

#### COBALT MORTGAGE

LOAN PROCESSING ASSISTANT

2012 - 2014

- Responsible for ordering out appraisals, title, tax transcripts, verifications of employment, surveys, homeowners' insurance through our remote network for all mortgage files (100+ home loans).
- Updating & maintaining office social networking sites (Facebook & Twitter)
- Communicated status of home loans to clients in English & Spanish.

### TECHNICAL SKILLS

Project Oriented (Agile, Waterfall, & Traditional)

Proficient with Adobe Suite:

- Adobe Cloud • Premiere Pro • Photoshop
- After Effects • Illustrator • InDesign • Audition

SharePoint Administrator

Website Designer

Search Engine Optimization (SEO)

AI Tools

High-Level Video & Photo Editor

Training Content

Accomplished photographer & videographer

Marketing Content Creator

Microsoft Office Suite

Social Media Advertising (Scheduling posts, reels, & live content)

### EDUCATION & CERTIFICATIONS

- **Project Management Professional Certificate**  
PROJECT MANAGEMENT INSTITUTE  
JULY 2023
- **Bachelor of Business Administration in Enterprise Information Systems**  
UNIVERSITY OF HOUSTON - DOWNTOWN  
MAY 2014
- **Associate in Science**  
HOUSTON COMMUNITY COLLEGE  
MAY 2010
- **Diploma with Honors in Computer Programming (Texas Scholar & Magnet Program)**  
JOHN H. REAGAN HIGH SCHOOL  
MAY 2006

### REFERENCES\*

\*References available upon request.