



Senior Technical Project Manager

Hapi is hiring for a **Senior Technical Project Manager** to manage customer and internal projects. You will be responsible for managing multiple projects in parallel ranging from a single hotel implementation to large development and implementation for our largest enterprise customers with thousands of hotels. The position is preferably located in North America -ideally South Florida- and is 100% remote.

Responsibilities:

- General management and delivery of Implementation and development projects.
- Host and manage weekly project status meetings internally (C-suite) and externally.
- Work with internal and customer stakeholders to effectively drive projects from concept to delivery.
- Work with customer stakeholders and SMEs to analyse and document requirements, use cases, constraints, and integrations.
- manages customer success pipeline including Hotel and Tech partner onboarding, product backlog and customer communications.
- Work with customer stakeholders and Hapi architecture, product, and development teams during project design and discovery phases to document solution design, architecture, development backlog and roadmap.
- Work with customer and internal development teams to execute against requirements.
- Ensure projects are delivered according to agreed schedules.
- Keep internal and customer stakeholders up to date on project status and potential issues.
- Resolve project, design, or resource issues before they cause schedule delays.
- Enhance project management process to accommodate rapidly changing software needs.

Qualifications:

- 5+ years of experience in a project manager role, or equivalent experience leading development and/or implementation teams preferably in the hospitality sector.
- Strong written and oral communication skills in English.
- Proven project leadership skills including direct oversight and accountability for completion.
- Proven business analysis and product owner/product management skills.
- Strong ability to use/manage project management tracking/reporting tools (eg. Jira, Confluence, Asana, Everhour...) & office tools (G-Suite, Slack, Salesforce)
- Experience with AGILE/SCRUM methodologies.
- Strong attention to detail, follow-through, and organizational skills.
- Highly analytical, logical, and good problem-solving skills.
- Ability to interact with technical and business stakeholders.