**Overview**

* Bilingual Operational Excellence professional with 17 years of multinational experience in business process improvement, risk management, system transformation, portfolio development and the entire product delivery lifecycle. I have helped top companies in the Fortune 1000 USA and Fortune Global 500 to develop and implement systems that suits and allows them to control Processes, Quality, Delivery, Cost and Employee Engagement. Experience includes Scrum Master for SAAS and cloud environments such as AWS or Azure, IT Project/Program Management, SAFe Agile framework and Waterfall methodologies.

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| **Experience** | **IT PROJECT MANAGER**  | **CISCO Systems** |
| 09/2019 – PRESENT | * Coaching and managing 3 SAFe Agile Scrum teams for the CISCO Impact product for a total of 22 people. Managed up to 3 teams at once in distributed locations (EMAR, AMERICAS, APJC)
* Provide guidance in SAFe Agile, Kanban, Scrum to drive process improvement
* Facilitate team’s Agile Scrum ceremonies as a Scrum Master (Release Planning, Sprint Planning, Backlog Refinement, Daily Scrum, Sprint Review/Demo, Sprint Retrospective)
* Planning and coordinating product releases and delivery as the LCA Release Manager and lead the development team to ensure delivery timelines
* Solid understanding of web development technologies, including Amazon Web Services (AWS), MongoDB, MySQL, C#, Angular, Scala/Spark, HTML and CSS
* Assist product manager in defining program increment scope and objectives
* Create Agile increment project plan and schedule, involving all relevant stakeholders and ensure resource availability and allocation
* Manage the change management plan, communication plan and risks management plan
* Define the charter, statement of work, and SLA update, resource management and capacity planning
* Co-managing QA priorities with QA Manager through the development lifecycle
* Coordinate UAT and BAT, ensuring compliance of design, development, and unit test of applications in accordance with established standards and comply with stakeholders’ expectations
* Daily removal of impediments and appropriately resolve using network of peers such as Scrum of Scrums, periodic synchronization meetings and formal channels (including escalation if required)
* Organize and facilitate program level meetings e.g. PI Planning, release train retrospectives, project review, backlog refinement, GoNoGo, Postmortem
* Creating and preparing real time metrics to determine scrum team velocity, project progress, resource utilization, change requests, issues, risks, risk mitigation plans, test results and identify areas of improvement
* Report, refine and use metrics (quality, quantity) exhibiting the highest level of transparency to stakeholders in support of informed decision making
* Facilitate, document, communicate and execute the team's continuous improvement plan based on lessons learned, retrospectives and stakeholders’ feedback
* Participate in bi-weekly stakeholder meetings to ensure visibility into the product and diligently communicate stakeholders’ priorities to the development team
* Support the LCA operations, driving transparency in managing planned releases, identify risks, project progress and resolving cross-team issues
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| 09/2015 – 08/2019 | **SR IT PROJECT / PROGRAM MANAGER**  | **GTI** |
|  | * Managed 175+ system transformation projects with background in SaaS HCM for top companies in the Fortune 1000 USA and Fortune Global 500
* Coaching and managing 2 scrum teams for TRESS products and services for a total of 17 people. 15 direct reports spread in 3 locations
* Manage over 200 projects in a year from 3 different products in the cloud environment
* Project planning using Waterfall, Agile, Scrum and Hybrid Agile-Waterfall, using tools such as Jira, SharePoint, and MSProject. Requirement analysis and documentation using Confluence.
* Overseeing other project managers defining new or improving processes and build their ability to communicate technical requirements
* Work with the board of directors to determine product portfolio, and plan for short and long-term goals
* Oversee Agile Transformation Plan for the operations team in our two corporate facilities, reducing project completion times by 20% by developing projects with Agile&Scrum methodology
* Communicate necessary and appropriate information to customers, team members, and management in a timely manner to establish and maintain trusted advisor status
* Successfully increased projects completed per year by 85% by reviewing workforce, leads, and managers Roles and Responsibilities. Then, using Improvement Kata review their gaps to develop or replace them
* Drove the high-quality completion of systems engineering, software development and enterprise-wide implementation projects for major clients including:

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| Coca-Cola EnterprisesHoneywell InternationalCarl-ZeissTyson FoodsBose | Kimberly-ClarkCaterpillarPfizerAutolivRockwell Collins | PanasonicSamsungCardinal HealthNewell RubbermaidKenworth |

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| **03/2013 – 08/2015** | **IT PROJECT MANAGER / SCRUM PRODUCT OWNER** | **GTI** |
|  | * Product Owner of TRESS special developments.
* Effectively interpret and document customer’s business requirements and determine the scope of projects through interviews, technical walkthrough, and analysis.
* Responsible for managing the product roadmap, designing key features, writing requirements, and working with the development team though each release.
* Maintained 97% a quality QoQ by designing a new QA standard and running sprint retrospectives.
* Work closely with Developers to design efficient and automated systems, clarify customer requirements into user stories, provide estimates and timelines, and create factual and accurate Statements of Work (SOWs).
* Oversee GTI metrics across facilities. Improved projects on time vs planning by 37% by changing business metrics - KPI’s.
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| **09/2010 – 03/2013** | **PROJECT LEAD** | **GTI** |
|  | * Manage custom implementations through the project lifecycle resulting in successful completion and delivery of projects in scope, on a budget, and on time with high customer satisfaction and adoption.
* In charge of planning, organizing, motivating, and controlling resources to complete projects for companies in many industries.
* Project implementations using the PMP Methodology.
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| **03/2006 – 02/2009** | **SOFTWARE ENGINEER \PROJECT LEAD** | **HILDEBRANDO** |
|  | * In charge of coordinating international projects for the most important telecommunication company of Latin America Telmex Brazil and Chile (now Claro Chile).
* Development and follow up on the completion of telecommunication projects for Telmex Latino-America in both Chile and Brazil.
* Web development thru JavaScript, ASP.NET, JavaScript, Object oriented programing, databases, SQL programing.
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| **01/2003 – 03/2006** | **SOFTWARE DEVELOPMENT ENGINEER** | **SAMSUNG** |
|  | * Development of applications in POWER BUILDER, PRO\*C, C, PL/SQL and Web page developer for the company’s intranet.
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| **Education**  |  |  |
| 01/2013 – 11/2013 | Project Management | TECNOLOGICO DE MONTERREY |
| 09/2006 – 10/2008 | Master of Science in Computer Science | TIJUANA TECHNICAL INSTITUTE |
| 08/1998 – 01/2003 | Bachelor of Science in Computer Science  | CETYS UNIVERSITY  |
| 09/2001 – 06/2002 | Neuro-Linguistics | CEDES OREGON INSTITUTE |
| 08/1995 – 06/1998 | Minor in Computer Science | P.F.L.C. - HIGH SCHOOL |

**Skills & Abilities**

**TRAINING AND CERTIFICATIONS**

* Certified Scrum Master, Certified SAFe Scrum Master 5.0 Cert Prep, White Belt Certification, Scrum Fundamentals Certified, Certified Scrum Product Owner Cert Prep, PMP Project Management Professional Cert Prep, Salesforce Certified Administrator Cert Prep, Agile Software Development: Kanban and Developers, Operations Management, DevOps Foundations: Lean and Agile, Agile project management, Planning and releasing Software with JIRA, Improvement Kata, The 7 Habits of Highly Effective People seminar, Emotional Intelligence seminar, Disney Approach to Quality Service seminar, Effective Negotiation seminar.

**SKILLS**

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| **Project Management:**Enterprise projectsAgile and WaterfallAgile developmentDevOpsSystem Migrations/IntegrationsHybrid and SaaS technologiesProcess improvement  | **IT Project Lifecycle:**Project schedulingRequirements Analysis User Story WritingUAT/BATProduct delivery Testing/QA/Rollout/SupportUser Experience | **Value-Added Leadership:**LeadershipExceptional organizational skillsHigh degree of ownership & accountabilitySelf-awareness, collaboration & empathy Team Building & MentoringCustomer Services OrientedStrong negotiation skills |

**Tools & Technologies**

**TOOLS**

* Atlassian JIRA, Confluence, SharePoint, Microsoft Office (MS Project, Project Server, MS Project Portfolio Management, CRM, Word, Excel, PowerPoint, etc.), Visio, Trello, Axosoft, Basecamp, Rally.

**TECHNOLOGIES**

* Client-Server, SaaS, Web applications, Mobile, Hybrid technologies, Microsoft SQL, MySQL, Oracle Databases, Java, .NET, Visual Studio, C, PHP, Web Services, HTML, CSS, MongoDB, MySQL, C#, Angular, Scala/Spark, AWS, Azure.

**Language & Networks**

**LENGUAGES**

* English – Fluent
* Spanish - Fluent

**NETWORKS**

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 Married

 US Resident (Green Card Holder)