

Bernardo Novais Coutinho

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Professional Experience

08/2022 – Actual

SUPERDIGITAL–SANTANDER GROUP, Belo Horizonte, Brazil

Role: Project Manager/Scrum Master

- Chapter Leader of Superdigital Mobile and Transaction Broker teams (Santander Group) using Scrum/Kanban.
- Scrum master of the Payments and Transactions team (14 people allocated in different countries like England, Mexico, Colombia, Brazil, Argentina, Uruguay) responsible for leading projects related to bill payment, STP reconciliation, External Transfers, Recharge Phone, Gift Card also involving Santander/Superdigital partners.
- Executive Report developed in Power BI using Agile/Kanban Metrics (Lead Time, Cycle Time, Velocity, CFD) and OKR/KPI's Indicators extracted from Azure DevOps.

09/2021 – 11/2021

SIEMENS AG, Belo Horizonte, Brazil

Role: Project Manager

- Responsible for Project Management, according to PMBOK Guidelines, including cost, risk and time management, conducting allocation adjustments when required, and financial analysis contract management, including change Order and Claim Negotiation with customers.
- Responsible for reporting project status/quality to client.
- Executive Report
- Monthly Balance of Workload and Under for the Digital Solutions department.

03/2021 – 07/2021

VETTA (SMS GROUP), Belo Horizonte, Brazil

Role: Project Manager, Scrum Master

- Responsible for Project Management, according to PMBOK Guidelines, including cost, risk and time management, conducting allocation adjustments when required, and financial analysis contract management, including change Order and Claim Negotiation with customers.
- Responsible for reporting project status/quality to client.
- Executive Report
- Coordinate sprints, retrospective meetings, and daily stand-ups. Coach team members in Agile frameworks.
- Detect and remove impediments defining solutions or mitigation actions together with the team.
- Challenge and support Product Owners on roadmap, backlog, and increment planning, in relation to stakeholder's deadlines.
- Coordinate both internal and external communications proactively
- Ensure deliverables are up to quality standards at the end of each sprint.
- Build a productive environment where team members 'own' the product and enjoy working on it.
- Keep track on issues, risks, schedules and dependencies and budget of development teams.
- Monitor, evaluate and provide financial status reports to higher management.
- Actively contribute to continuous improvement of processes and procedures within and beyond the IT department.
- Perform project management activities for e.g., shared services or rollout related initiatives.

03/2020 – 01/2021

MRV Engenharia, Belo Horizonte-Brazil

- Role: Data & Analytics Coordinator, Project Manager, Scrum Master
- Lead the areas of BI Support, CEI Support, Cloud Team, Three Eco Systems and Governance Team
- Coordination / Management of projects in the areas of Data & Analytics using Scrum
- MRV Executive Report / Management

01/2020 – 03/2020

Accenture, Belo Horizonte-Brazil

- Role: IT Consultant, Project Manager, Scrum Master
 - Monitor the transition of the operation, managing the support areas;
 - Lead the technology area of a BPS mobilization.
 - Generally responsible for the delivery of all IT workflows, including applications, infrastructure, and voice / data.
 - Executive report;
 - Risk and financial management

10/1999 – 06/2019

Telefonica, Belo Horizonte-Brazil

- 1999-2004 (IT Senior Developer - 5 years)
 - IT area Precursor - Anti-fraud at Telefonica | VIVO-MG responsible for development/coordination and implementation of several TELECOM systems related to fraud developing solutions in C/C ++, Python, Delphi, PL / SQL, Java, Shell Script avoided losses in the order of millions of dollars for the company through the IT team coordination-Fraud with about 8 service providers and an employee. I've responsible for control system deployment access to internal applications (Guardian) used by every company including shops/URA and call center.
- 2005- 2019(Project Manager/ Scrum Master-14 years)
 - 2005-2010:
 - IT Project management regarding the shielding of critical business information at the level of data and applications database, avoiding information leakage (LGPD).
 - 2010-2019:
 - Project Manager / Scrum Master managing BI projects at Telefonica using Scrum (Agile) and PMBOK (Waterfall) and Lean 6 Sigma (I acquired Yellow Belt Certification).
 - I was responsible for Budget/Forecast control of BI Projects.
 - During this period I used some tools like JIRA, Monday, Remedy and Power BI accessing
- Best projects successfully completed:
- Implementation of the Ishikawa Project at Telefonica VIVO that generated financial gain in the order of US\$24.250.000/month for the company in the process of disposal / activation of equipment at GVT (Telefonica group)
- Top 10 Project (Project accompanied by the VP of IT and DW team boards aiming at new promotions / packages / plans / tariffs for VIVO1 subscribers.
- Project Simplification (Project accompanied by the VP of IT and boards with the DW team aiming to shutdown / migrate applications in the DW area).
- Implementation of the internal application access control system (Guardian) used by VIVO systems including own stores / dealers / 1404 / callcenter compliance to ISO/IEC 27001, ISO/IEC 27002,
- ISO 27017, ISO/IEC 27018 and ISO/IEC 27003 adopted by VIVO.
- Technical leadership of VIVO-MG's number portability project, being responsible for coordinating number portability demands and promptly solving various problems in order to meet Anatel's SLAs.

09/1998 – 09/1999	IBM, Acesita-Brazil <ul style="list-style-type: none"> ▪ Role: System Analyst, Developer Development of systems in Visual C++ in order to meet Acesita requirements through a model in 4 layers (Visual C++ /Visual Basic/CICS and Oracle).
09/1997 – 08/1998	AUDIOLAB, Belo Horizonte-Brazil <ul style="list-style-type: none"> ▪ Role: System Analyst, Developer Development of systems in Visual C++ in order to meet CEMIG, NANSSEN and PETROBRAS requirements.

Education

02/1994 – 11/1998	Pontifical Catholic University of Minas Gerais Computer Science (Bachelor Degree)
02/2006 – 11/2007	FGV-SP – Fundação Getúlio Vargas Master Business Administration – Project Management

Qualifications

Languages	Portuguese Native English B2 Spanish B2
Knowledges	MS Office - Word, Excel, Power Point MS Teams, MS Project SCRUM framework and Agile mindset Quality Management Tools Project Management JIRA, Miro, GSuite, Monday, Remedy PIMS, MES, ERP Azure DevOps GCP, AWS Teradata Oracle SQL Server Mysql Python Deep Learning Machine Learning
Certifications	SAFe 5 Advanced Scrum Master (SASM) Professional Scrum Master (PSM I) CSPO - Certified Scrum Product Owner OKRCPC – OKR Champion Professional Certification OKRMPC – OKR Master Professional Certification KMM – Kanban Maturity Model Green Belt Six Sigma Scrum Fundamental Certified (SFC) Scrum Master Professional Certificate (SMPC) MIT (USA) - Introduction to Computational Thinking and Data Science University of Michigan (USA)-Introduction to Data Science in Python IBM – Datascience Orientation Google Cloud Platform Big Data and Machine Learning Fundamentals
Skills	Negotiation Teamwork Team Leadership Decision making Emotional Intelligence Business Strategy & Growth Communication and Presentation Skill Sense of urgency and attention to detail