

TIAGO DA COSTA ROCHA

SCRUM MASTER

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Applying to Scrum Master position

SUMMARY

Experienced IT and Project Management Professional, specializing in Digital Products and Project Management, with expertise in PMO and Scrum Master roles. Skilled in leading multidisciplinary teams and managing technology finances. With 18 years of experience in IT, including the last 6 years dedicated to project management, I bring a strong background in software development, cloud, and database migration projects. My dynamic leadership style has been honed through extensive experience in major Banks, Insurance, and Brokerage companies, ensuring quality deliverables and process optimization in international projects.

WORK EXPERIENCE

BRADESCO BANK

São Paulo, Brazil

Strategic Project Specialist/Scrum Master

Jul 2022 - Present

- In my strategic project management role, I oversee both waterfall and agile projects, conducting Inceptions and planning SAFe-inspired releases to achieve defined objectives. Working with 16 squads, I've reduced lead time by 55% and increased efficiency using Lean, Scaled Agile (SAFe), and Scrum methodologies and implemented agile methodologies, resulting in a 20% reduction in product development cycles and 30% increase in on-time project deliveries.
- I provide support to key professionals like Scrum Masters and Product Owners, ensuring their excellence in agile practices. Notably, I've contributed to major bank projects like the e-agro app and the Pix instant payment system.
- Currently, I'm actively engaged in the Change the Bank project, in partnership with McKinsey, focusing on digitally transforming the entire banking institution and modernizing the technology infrastructure, particularly emphasizing cloud adoption and agility.

Agile Master

Jul 2022 - Dec 2022

In Banco Next, a subsidiary of Bradesco:

- I ensured successful in Credit Cards and Digital Channels projects, collaborating closely with business and technology executives to deliver clear project status reports. Leading agile teams, I oversaw the development of the Next Digital Products App on iOS and Android platforms, while managing agile projects using Scrum and Kanban methodologies.
- Additionally, I played an instrumental role in the digital transformation and modernization of the institution's platforms. This included optimizing operational efficiency by ramping up agile squads and enhancing knowledge across existing portfolios and utilizing metrics. I successfully reduced project delivery times by 25%, contributing to improved efficiency and effectiveness across the organization.

MOOVEN CONSULTING

São Paulo, Brazil

Team Leader

Jun 2021 - Jul 2022

- In my role at Itaú Bank, I lead teams in adopting Scrum, Kanban, and OKRs, while also monitoring agile metrics and DevOps practices. I actively contribute to team planning and launch strategies inspired by SAFe, and collaborated with the Product Owner to provide progress updates to business and technology executives and I played a crucial role in implementing the GRC Archer Software, enhancing compliance solutions for Itaú Bank in Brazil.
- Projects: GRC Archer (RSA and KPMG) and Nexpose - International Units of the bank (Latam, Portugal, Switzerland, Miami, and New York), utilizing leading market tools such as Archer, Splunk, Nexpose, Qualys, and Tenable, resulting in cost reduction and improved security for the bank.

TAKING GROUP

Scrum Master

São Paulo, Brazil

May 2019 - Jun 2021

- At HDI Insurance of Brasil, I ensured successful software project delivery and quality by implementing agile practices like Scrum and Kanban. This involved facilitating Lean Inception and Discovery sessions, supporting software development estimates, and addressing impediments to progress. I monitored key performance indicators such as Lead Time, Cycle Time, and Cumulative Flow Diagram to gauge project performance. Notably, I implemented the Robotic Process Automation (RPA) tool, saving over 2000 hours through automation and enhancing BPM processes.
- Additionally, I played a pivotal role in implementing the One Click ecosystem, revolutionizing the auto insurance contracting model in Brazil. Recognized for its transformative impact, the project received the prestigious 2020 Talanx Transformation Award from HDI Seguros' investor group. Over two years, it generated revenue of around 100 million reais, underscoring its substantial success and financial significance.

BNP PARIBAS CARDIF

Business Intelligence

São Paulo, Brazil

Jun 2014 - May 2018

AON AFFINITY

Process Analyst

São Paulo, Brazil

Jun 2013 - Jun 2014

PRONATEC MÁQUINAS

Network Administrator

São Paulo, Brazil

Dec 2010 - Jun 2013

ASSCONT ASSESSORIA

Network Administrator

São Paulo, Brazil

Jun 2009 - Jan 2010

QUALIFERTIL INSUMOS

Network Administrator

São Paulo, Brazil

Jun 2006 - Aug 2009

EDUCATION

Anhembi Morumbi University

Data Science and Artificial Intelligence

São Paulo, Brazil

Dec 2023 - Dec 2024

Conquer Business School

Project Management

São Paulo, Brazil

Sep 2022 - Jul 2023

Paulista University

Information Technology Management

São Paulo, Brazil

Jun 2014 - Jul 2016

INTERNATIONAL EXPERIENCE

Ohio University

Executive Program in Project Management and Business English

Athens, USA

Feb 2024 - Feb 2024

Startse University

Silicon Valley Immersion

Palo Alto, USA

Sep 2023 - Sep 2023

Ilac Language School

General English and Business English

Toronto, Canada

Sep 2018 - Jan 2019

University Of Toronto

General English for Brazillian

Toronto, Canada

Sep 2018 - Nov 2018

SKILLS & LANGUAGES

Languages: Portuguese (Native), English (C1) and Spanish (Basic).

Hard skills: DevOps, DevSecOps, FinOps, AI, Software Development, Azure, Aws, Gcp.

Soft Skills: Leadership, Communication, Problem-solving, Collaboration and Management.

Tools and software: Jira, Azure Devops, Figma, Microsoft Project, Miro, PowerBI, SQL