



# Juan Esteban Estrada

Senior Digital Project, Program, and Product Manager | Team Leader | Agile Specialist

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Experienced Senior Digital Project Manager with 8+ years leading cross-functional agency teams to deliver complex, multi-phase web and software projects. Expert in end-to-end digital project delivery, Agile facilitation, and nurturing high-trust client relationships. Adept at balancing scope, value, and feasibility, I thrive in collaborative environments where empathy, transparent communication, and shared growth are the norm. Proven track record guiding diverse teams across UX, design, development, and content, always prioritizing partnership, strategic insight, and process improvement to ensure remarkable outcomes.

| KEY COMPETENCIES                                                                                                                                                                                                                                                                                                                                                                                  |  | PROFESSIONAL EXPERIENCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
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| <b>Core:</b> <ul style="list-style-type: none"><li>End-to-End Digital Project Management (Agency &amp; Consultancy)</li><li>Agile, Scrum, and Hybrid Methodologies (Jira, Confluence, Slack)</li><li>Cross-Functional Team Facilitation (UX, Design, Content, Development)</li><li>Client Communication &amp; Relationship Building</li><li>Roadmap, Discovery &amp; Strategic Planning</li></ul> |  | <b>Senior Technical Project &amp; Product Manager   Mindgrub Technologies</b><br>February 2024 - May 2025   Miami, FL (Remote) <ul style="list-style-type: none"><li>Led cross-disciplinary project teams in the end-to-end delivery of high-impact digital solutions for Fortune 500 clients and startups, ensuring projects remained on schedule, within scope, and on budget.</li><li>Acted as primary point of contact for clients—building trust, managing expectations, and proactively resolving issues through transparent, value-driven communication.</li></ul> <b>Key Achievements:</b> <ul style="list-style-type: none"><li>Drove project delivery for simultaneous multi-phase initiatives, achieving a 95% client satisfaction rate and reducing scope creep through clear facilitation and active listening.</li><li>Implemented Agile process improvements, reducing average delivery times by 22% and improving transparency for all team members.</li></ul> |  |
|                                                                                                                                                                                                                                                                                                                                                                                                   |  | <b>Project, Product, &amp; Communications Manager   ICOM Agencies</b><br>May 2021 - Oct 2023   Miami, FL (Remote) <ul style="list-style-type: none"><li>Managed end-to-end client projects, collaborating closely with design, content, and development to create web and digital products aligned with strategic objectives.</li><li>Organized and facilitated project kickoffs, roadmap sessions, and regular stand-ups to ensure alignment across all stakeholders.</li><li>Maintained robust documentation and knowledge bases, ensuring smooth team hand-offs and accountability.</li></ul> <b>Key Achievements:</b> <ul style="list-style-type: none"><li>Consistently delivered projects on or ahead of deadline, with 100% retention of agency clients.</li><li>Improved cross-team collaboration by refining workflows and implementing process improvements, increasing project efficiency by 35%.</li></ul>                                                         |  |
| <b>Technologies:</b><br>AI Platforms (ChatGPT, Gemini, Claude), Angular, AWS, CSS, Docker, Drupal, Heroku, HTML, JavaScript, Kotlin, Kubernetes, NodeJs, Pantheon, PostgreSQL, Power BI, Python (pandas, numpy, scikit, pytorch), R, ReactJS, SQL, Spring Boot, Swift, Tableau, TypeScript, VueJS, WordPress                                                                                      |  | <b>Senior Product &amp; Program Manager   WHIM (Videri, Inc.)</b><br>Feb 2020 - Mar 2021   Miami, FL (Remote) <ul style="list-style-type: none"><li>Directed delivery of multi-phase software and digital initiatives, integrating design, development, and business strategy teams in a fully remote environment.</li><li>Led discovery, estimation, and strategic planning efforts, focusing on value-driven scope decisions and clear communication of product goals.</li></ul> <b>Key Achievements:</b> <ul style="list-style-type: none"><li>Instituted feedback loops that enhanced team learning and project outcomes, earning recognition for humility and adaptability.</li><li>Developed onboarding resources and frameworks to help new PMs succeed within 3 weeks of joining.</li></ul>                                                                                                                                                                            |  |
| <b>Project Management and Design</b><br><br>Asana, Confluence, Jira, Harvest, Monday.com, Notion, Parallax, Teamwork, Timely, Trello<br><br>Adobe Creative Cloud (all apps), CapCut, Canva, Figma, Visily, LucidChart, Midjourney, iMovie, Zeplin                                                                                                                                                 |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| <b>Languages:</b><br><br>English (Native), Spanish (Native), French (Intermediate)                                                                                                                                                                                                                                                                                                                |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |



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“Humility, empathy, and team growth.”

| AREAS OF EXPERTISE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | PROFESSIONAL EXPERIENCE (Continued)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <ul style="list-style-type: none"><li>• End-to-End Web &amp; Mobile Project Management</li><li>• Agile, Scrum, and Hybrid Methodologies</li><li>• Cross-Functional Team Leadership &amp; Collaboration</li><li>• Digital Product Development (React, Vue, WordPress, Drupal)</li><li>• Client Communication &amp; Stakeholder Engagement</li><li>• Project Scoping, Scheduling &amp; Resource Allocation</li><li>• Vendor &amp; Partner Relationship Management</li><li>• Training, Mentorship &amp; Team Culture Building</li><li>• Risk Management &amp; Issue Escalation</li><li>• Budgeting, Forecasting, &amp; Delivery Tracking</li><li>• Process Improvement &amp; AI-Driven Workflows</li><li>• Stakeholder Engagement at All Levels (Including Executives)</li><li>• Empathy, Humility, and Collaborative Problem-Solving</li></ul> | <p><b>Head of Program, Product, and Software Development [Promotion]</b><br/><a href="#">LinkIt</a>   Nov 2018 - Jan 2020   New York, NY</p> <ul style="list-style-type: none"><li>• Led a global team of 90+ to deliver and document complex software development and technology integration projects. Managed Agile sprints, resource allocation, and project pipelines.</li></ul> <p><u>Key Achievement:</u></p> <ul style="list-style-type: none"><li>• Reduced project delivery times by 20% through optimized Agile processes and clear roadmaps.</li><li>• Developed dashboards to visualize project hours by workstream and priority, improving executive oversight.</li></ul> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>Senior Technical Project Manager [Promotion]</b><br/><a href="#">LinkIt</a>   Jun 2017 - Oct 2018   New York, NY</p> <ul style="list-style-type: none"><li>• Directed international client portfolios and technical teams, managing budgets and timelines for large-scale digital projects. Presented at user groups and led team growth initiatives.</li></ul> <p><u>Key Achievement:</u></p> <ul style="list-style-type: none"><li>• Launched a new data consulting service, expanding the client base and increasing annual revenue by 15%.</li><li>• Recruited and mentored talent, tripling the team size and boosting operational capacity.</li></ul>                      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>Technical Account &amp; Product Manager</b><br/><a href="#">LinkIt</a>   Jun 2015 - Jan 2017   New York, NY</p> <ul style="list-style-type: none"><li>• Managed educational client portfolios, coordinated data transfers, and oversaw software enhancements. Led BI projects and formalized KPIs for business performance tracking.</li></ul> <p><u>Key Achievement:</u></p> <ul style="list-style-type: none"><li>• Cut client support response times by 40% via improved platform guides.</li><li>• Onboarded 15+ pilot projects, increasing platform usage by 20%.</li></ul>                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>EDUCATION</b></p> <p><b>Columbia University in the City of New York</b><br/>Architecture   Bachelor of Arts   2023</p> <p><b>Activities, Honors, and Organizations:</b> Dean’s List Recipient, McNair Fellow, The Alumni Society, Teach for America, Gates Millennium Scholar, Columbia Alumni Society</p> <p><b>Certifications and Examinations:</b> App Academy Coding Bootcamp, PMI PMP, PMSimplify, Project Management Certification, PRAXIS, ACTFL Bilingual Certification, ADVANCE! Leadership Program</p>                                                                                                                                                                 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p><b>SAMPLE WORK</b></p> <ul style="list-style-type: none"><li>• <a href="#">LG&amp;E, KU, and ODP Mobile Appliocations (with Mindgrub)</a></li><li>• <a href="#">Johns Hopkins University Press Website (with Mindgrub)</a></li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                |