

WILSON MENDES

IT DELIVERY MANAGER

CONTACT

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EDUCATION

BSC BUSINESS INFORMATION SYSTEMS

UNIVERSITY OF EAST ANGLIA

2016 - 2019 | GRADE: 2:1

SKILLS

Areas of Expertise

Jira and Confluence Administrator, Scheduling and Sprint Planning, QA Reporting, Resource and Quality Management, Requirement Analysis, Web Development.

Methodologies

Experienced in use of Agile and Waterfall methodologies.

Personal Skills

Effective written and verbal communication. Actively collaborate within a team setting. Good time management skills. Proactive problem-solving and conflict resolution.

Tools

JIRA, Confluence, BrowserStack, Selenium, Trello, Microsoft Project, Microsoft Office, Google Workspace, Sharepoint.

PROFILE

Result-oriented IT Delivery Manager with top-notch implementation and project management abilities. Highly organised, methodical and skilled in overseeing schedules, materials and daily milestones across high-performance teams. Well-versed in project delivery planning and deployment, while operating effectively in a busy, deadline-oriented setting and working closely with all stakeholders.

EXPERIENCE

DELIVERY MANAGER

KLARNA BANK AB | JAN 2021 - PRESENT

- Assisting merchants remotely with the technical integrations while communicating via phone, video call and email during the process.
- Manage and deliver multiple Integration projects at a time while paying strict attention to detail. Frequently managing up to 13 projects on a monthly basis.
- Frequently provide feedback to product & engineering domains, in order to improve the product and ultimately improve the Integration Process.
- Increased efficiency and effectively supervise a team consisting of Full-stack Developers and QA's to ensure optimal productivity.

JUNIOR PROJECT MANAGER

PURPLE TUESDAY LIMITED | JUN 2020 - OCT 2020

- Proactively pushed for a collaborative and communicative environment between my team while actively engaging with a team of software developers to develop detailed project plans to track progress.
- Responsible for the testing of my team's projects.
- Drove the high-quality completion of software development for major clients and coordinated internal resources to ensure the timely delivery of every project.

SOFTWARE TEST ENGINEER

MONEYFACTS GROUP PLC | MAR 2020 - JUN 2020

- Investigated Service Desk requests to ensure all were clear and in sufficient detail.
- Regularly performed exploratory testing, executed test plans at various points during the software development life cycle and reported defects accordingly.
- Wrote and executed manual test plans and incorporated automation testing tools such as Selenium.

FRONT-END WEB DEVELOPER

ADAPTAVIST (BREW DIGITAL) | DEC 2018 - OCT 2019

- Collaborated with designers and other developers to create and launch websites.
- Tested websites produced by other developers and wrote bug reports in Jira.