GIOVANNY GUILLEN
IT PROJECT MANAGER & IBM i DEVELOPER

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RESUME SUMMARY

I am experienced and committed freelance IT consultant and technology enthusiast. Certified Project Management Professional (PMP) and Scrum Master (CSM) with more than 15 years of experience in managing complex IT modernization and digital transformation projects, managing IT solutions, and integrating business and systems, with the ability to design strategies that solve problems and deliver business results. Expert in all aspects of the software lifecycle and project lifecycle management, from planning, requirements gathering and analysis, driving process change, development, transition, implementation, and troubleshooting. Highly knowledgeable about the banking industry. Strong leader, capable of leading teams of up to 25 people, managing budgets valued at USD$5,000,000, and with a proven ability to deliver projects within a tight budget and time constraints. Experience in software development on AS/400 and .NET platforms using RPG, ILE RPG, SQL RPG, Cobol, ILE Cobol, SQL Cobol, CLLE and C#, and DB2 and SQLServer databases.

PROFESSIONAL EXPERIENCE

IT PROJECT MANAGER V

MO Technology. Colombia / December 2021 - present

Manage software development projects for the implementation of credit and microcredit products and applications based on Marchant Cash advance, Buy now pay later and Credit Card, using cloud computing (AWS) technologies. Manage software process continuous improvement projects.

- Manage projects for the development of credit and microcredit products for Moviired, LifeMD and PayU through web and mobile applications that include:
  - Analyze business requirements.
  - Create the product roadmap.
  - Create the user story map, epics and user stories, tasks and subtasks in Jira with the support of the business and technical areas, with their respective acceptance criteria.
  - Define and manage project risks.
  - Manage the planning of sprints and scrum ceremonies.
  - Create the project, the backlog and the activities in Jira.
- Manage continuous improvement projects and internal strategies of the organization related to:
  - P&L cost management methodology and project tracking.
  - Methodology for project risk management.
  - Methodology for estimate project and change requests.
  - Implementation of data governance management processes based on GDPR / ISO-27000 / ISO-IEC 25012.
- Supervise software development teams made up of data scientists, data engineers, front-end and back-end developers, and QA testers.
- Lead all aspects of project scope, schedule, cost, risk, quality, and monitoring, including capacity planning, resource allocation, project documentation, stakeholder engagement, and change management.

SOFT SKILLS

Creativity

Collaboration

Adaptability

Project Management

Agile Methodologies

Rational Unified Process

Team Leadership

Organizational Skills

Problem Solving

Business Analysis

Budget Management

Software Life Cycle

Decision Making

ITIL Service Management

Risk Management

Strategic Planning

OKR

Design Thinking

Management 3.0

- Evaluate, estimate and manage change requests.
- Automate activities monitoring and tracking tasks in Jira.
- Supervision and management of the team of project managers.
- Teach training courses on Agile, project management, project risk management, and carry out the onboarding of new members of the project managers team.

IT PROJECT MANAGER & SENIOR SOFTWARE DEVELOPER

ITStragys: Scotiabank-Colpatria. Colombia / April 2018 - November 2021

Coordinate the project program for the digital transformation of the leasing business processes of Banco Colpatria within the framework of the modernization and transformation strategies of digital banking, improving the user experience of leasing clients. Development and maintenance of software in AS/400.

- Manage projects to update and integrate the leasing system, implementation of Law 1116 and Victims Law, account statements, reimbursement workflow, leasing proposal workflow, consultation and payment services through IVR channels, banking personal and commercial via the Internet, mobile, sending SMS/email messages and reengineering of leasing processes.
- Oversee a team of 10+ IT professionals to successfully manage 9+ major technology releases in a year with a USD $2.000.000 budget.
- Lead all aspects of projects budget, scope, schedule, cost, risks, quality, procurement, and monitoring, including capacity planning, resource allocation, project documentation, stakeholder engagement, and change management.
- Address and resolve project risks, roadblocks, and obstacles while securing resources to efficiently complete deliverables.
- Prepare the program dashboard.
- Technical support in the analysis of current software architectures, software design and development to integrate Core Leasing with digital channels and other systems.
- Manage project to implement ITDOX software solution on AWS Cloud.
- Development and maintenance of software on the AS/400 platform using RPG, RPGLE, SQLRPGLE, COBOL and ILE COBOL to implement service processes for IVR and internet banking, and SMS/email messaging processes.
- Development of services for the automation of processes to generate product certification documents, peace and safe, among others, on Windows Server platform using the C# and SLQServer.

SENIOR SOFTWARE DEVELOPER

AOS SAS: Bacompartir. Colombia / September 2017 - March 2018

Technical leader of the Bancompartir regulatory to develop reports project within the framework of the implementation of IBS Core Banking., design, and software development. Team management.

- Manage and gather requirements, design, and software development.
- Address and resolve project risks, roadblocks, and obstacles.
- Technical support in the analysis of current software architectures, software design and development.
- Develop software on IBM i using RPGLE, CLLE, SQL.

IT Project Manager (Software Factory Module Leader)

Tata Consultancy Services. Colombia / July 2012 – May 2017

Manage demand, planning, and prioritization of software development projects. Control scope, scheduling, resource allocation, and risks. Support in the design and development of solutions aligned to client's requirements and standards, identifying, and developing common components, and coordinating their reuse in any project. I set goals, monitored performance, and provided appropriate feedback to team members.

- Define and implement the defects estimation model in the different stages of the software quality process improving the quality of the deliverables by 30%.

- Define and implement the project estimation model for software development, improving the accuracy of the estimations by 40%.

- Define and implement the model process for change management based on the agile approach.

- Conduct training sessions about agile methodologies, software quality, standards, and best practices, allowing the increase's process efficiency by 80%, and enhancing software product quality.

- Generate management indicators, SLA measurement, and manage critical incidents.

- Oversee a team of 20+ IT professionals to successfully manage 10+ major technology releases per year.

- Develop software on IBM i using RPG. RPGLE, CLLE, SQL, DB2 and MQ.

Digital Banking Manager

Banco del Tesoro. Venezuela / June 2006 – February 2012

Manage, organize, direct, coordinate, and control the activities of the department. Develop and execute the Annual Management Operational Plan (AOP), defining and prioritizing strategies and initiatives aligned to the business strategies, identifying technical and human needs, and the required budget including reserves for contingencies. Manage assigned resources and monitor and control projects. Select and manage suppliers. Prepare and present projects dashboard. Manage annual budgets of more than $ 5,000,000.

- Manage project to implement IBS core banking system.

- Define and manage the portfolio of projects applying imitative selection, prioritization, monitoring, and control, aligned with the digital bank's strategies.

- Define and manage portfolio risks, ensuring 95% alignment with corporate and commercial strategies.

- Develop and implement the department's project management methodology, based on agile, which allowed establishing a digital factory model ensuring 90% of projects compliance.

- Manage a team of 20+ IT professionals.

- Manage projects to improve Internet banking services, and mobile banking and expand the ATM network.

- Develop and present project proposals such as non-bank correspondent and taxes payment.

- Develop software on IBM i using RPG. RPGLE, CLLE, SQL, DB2 and MQ.

EDUCATION

Project Management Professional Certification
PMI, 2016

Scrum Master Certification
Scrum Study, 2015

ITIL Foundations V3-2011
APMG, 2015

Diploma in Service Management.
Polytechnic of Colombia. 2015

Certified Specialist IBM System I (AS/400).
IBM. 1999

Systems Engineer. Bachelor Degree
Bicentennial University of Aragua. 1998 – 2002

Information Technology Technician
Isaac Newton University. 1991 – 1994

Languages:
Spanish: Native
English: Intermediate

PUBLICATIONS

Books
El Lenguaje de Programación RPG (Spanish Edition).
Ingeniería del Software un Enfoque Moderno (Spanish Edition)

Portafolio de Proyectos: Modelo Ágil de Alineación a las Estrategias Organizacionales (Spanish Edition)
La Gestión de Programas: Cambio, Transformación y Ventaja Competitiva (Spanish Edition)

PM Times articles:

OKR And Project Management
Design Thinking and Project Management

The PMBOK Guide® – Seventh Edition Summary
Save Project Time With The Kanban Method