

DANIEL PEREIRA

Senior Project Manager, Business and Data Analyst

✉️ dspereira@gmail.com
☎️ 0871692425
📍 Co. Kildare, Ireland
🔗 [linkedin.com/in/dspereira](https://www.linkedin.com/in/dspereira)

Project manager and business analyst with over 17 years of success, leading all phases of cutting-edge, complex and high-performance initiatives; Scrum master certified. Currently pursuing PMP certification and Post-Graduation degree. Expert in IT technologies, software engineering, requirement gathering, data analysis, and project management solutions.

Focused on the team member's needs and the customers to bring results aligned with the organisation's values, principles, and business objectives. Dedicated to helping businesses and end-users understand the Developers and facilitating the Developers' ability to understand the requirements to build software that matches their vision and strategy. Working with Engineers and UX designers in an Agile development environment.

Consultant for internal projects or allocated to clients for Accenture, TCI BPO, Stefanini and Unisys consulting firms. Have an analytical style of digging deep into the data, thinking from the high level into the small experiments, evaluating and delivering meaningful impact.

Expertise



Education

- **2022 - 2023, Post-Grad.**
Higher Diploma in Business in Digital Content Creation
Institute of Art, Design and Technology, Ireland
- **2022, Certificate.**
Professional Scrum Master I
Scrum.org
<https://www.scrum.org/certificates/828526>
- **2018 – 2021, Diploma.**
Certificate in Science in Data Analytics
Dublin Business School, Ireland
- **2008 – 2009 (not completed), Post-Grad.**
MBA in Information Technology Management
FIAP, Brazil
- **2004 – 2006, Grad.**
Technological Degree in Software Development
FIAP, Brazil

Professional Experience

04/2022 – present

Senior Technical Project Manager

Verizon Connect – Dublin, Ireland

Answering both the Chief Architect and CTO. Leading the revision of the Program Roadmap for 2022/23. Developing metrics and risk health criteria to evaluate project plans.

- Identified opportunities during the creation of the PMO governance.
- Involved in implementing the data privacy policies as part of the California Privacy Rights Act (CPRA).
- Member of the forum that oversee the Lean-Agile practices within the organisation.

- Providing mentoring and coaching to the Squads Project Leaders on subjects of Capex/Opex, P&L, OKRs and KPIs.
- Run weekly scale report and monthly program progress to SLT.

10/2016 – 03/2022 VP, Senior Business Analyst

Bank of America – Dublin, Ireland

Reported to the Director of Business Analysis for Enterprise Risk Technology. Started in the company as a Business Analyst and finished at the senior level as a Project Manager, Product Owner, and Change Manager.

- Managed the migration of an in-house application to a third-party hosted solution. 45% maintenance and support cost reduction by migrating development responsibilities to a vendor partner.
- Achieved a 30% improvement in productivity and over 95% compliance with enterprise policies in implementing a change management governance.
- Partner with senior stakeholders and product owners to define roadmaps that support strategic priorities.
- Improved by 12% the quality of the portfolio planning process by clearly communicating the planning schedule, defining the scope and responsibilities of the team, and closing impediments.
- Led a team of three BAs and eight developers.
- Led analysis of a vendor's POC with the execution of data insights, SWOT, and user experience lifecycle.
- Led weekly status meetings with SLT stakeholders, follow-up KPIs and RACI matrix.
- Led UI/UX redesign of the group's content management tool.
- Led the tool responsible for supporting the regulatory Comprehensive Capital Analysis and Review (CCAR) for four consecutive years with a 100% pass without significant adjustments required by the regulators.
- Partner with Internal Audit to deliver regulatory reports for SOX compliance.
- Led decommissioning of legal entities from Bank of America Merrill Lynch to Bank of America Europe, affecting four main risk management applications (risk management, electronic trading risk, trading product list and risk batch monitoring).
- Promoted to the corporate title of Vice President in 2020 due to my results in delivering end-to-end applications with 100% excellent feedback by business partners and 100% recognition of business acumen by my peers.
- Received global recognition as "Social Volunteer 2019". Participation in several projects such as Ronald McDonald House Charities, Special Olympics Ireland and as a computing instructor in a nursing home.

10/2015 – 10/2016 Senior Technical Business Analyst (Contractor)

KBC Bank Ireland – Dublin, Ireland

Reported to both Project Management Committee and Delivery Manager. Defined requirements and designs to support migration of the core banking system to Temenos T24 full-stack solution.

- Acted as Scrum Master, facilitating sprint planning, daily scrums, retrospectives, and clarifications with the Product Owner.
- Achieved 20% improvement on the velocity of product backlog burndown after solving issues raised to technical or business operation constraints.
- Performed requirement-gathering sessions with Product Owners and SMEs. Elaborated acceptance criteria after analysis to be developed and tested by the team.
- Partner with the Credit Analysis group to review the liquidity report and mortgage decision process.
- Conducted quality and process analysis across the Customer Complaints workflow, resulting in a projected positive engagement increase of 38%.

02/2015 – 07/2015 Agile Business Analyst (Contractor)

AIB (Allied Irish Banks) – Dublin, Ireland

Reported to Delivery Manager. Part of the team working on revamping the customer experience when visiting a branch location.

- Led requirement-gathering analysis of the customer journey module, using techniques such as workshops, observations survey, storytelling, workflows, and wireframes.
- Created several epics, user stories, and acceptance criteria to be developed into an internal mobile app.
- Helped with the adoption of Behavior-Driven Development (BDD), Scrum and Agile ceremonies.
- Achieved 12% of development speed on creating work agreements between the cross-function development team, with the adoption of the definition of ready, the definition of done and user stories created in Jerkin's format.

08/2012 – 01/2015 Head of Development

Blackdog Communications – Dublin, Ireland

Reported to the Founders. Focused on creating a new call billing platform to perform international voice-over premium rate numbers.

- Managed a team of four developers, one designer and one tester.
- Architected, designed, and implemented an internal call management platform, from database scheme (on MySQL) to web components (PHP Zend Framework), user interface (Responsive UI) and mobile (PhoneGap Android).
- Achieved a 75% reduction in international dial costs, projected €125k cost savings.
- Achieved a 26% reduction in maintenance costs of IT infrastructure after migration to a cloud-based solution.
- Dealt and successfully secured partnerships with major telecom companies in the UK, the Netherlands and UAE for providing interconnection routes.
- Designed and optimised marketing campaigns on a few tv stations in the UK, India, and South Africa. Resulting in a 17% increase in ROI.
- 100% compliant with the Irish regulator Comreg within three months of setting up the new customer voice-over process.

*Member of societies: ICS / BAAI / ITSMF / Scrum.org***Other Professional Experience:****06/2011 – 05/2012 Solutions Engineer**

Cruatech -Dublin, Ireland

03/2010 – 02/2011 Operations Coordinator

HGP Telecom - Sao Paulo, Brazil

07/2006 – 09/2009 Project Manager for Pre-Sales

TCI BPO - Sao Paulo, Brazil

Visa / Travel / Leisure

- Brazilian and Irish citizenship.
- Available to travel
- Remote work ready

- Marathoner (during the pandemic, just a power walker)

- Former volunteer for Special Olympics Ireland

- Home baker

