

DANILO ISSIDA GONÇALVES

Business Agility Specialist | Strategic Product Leader | Digital Transformation & AI |
IT Coordinator/Manager

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PROFESSIONAL SUMMARY

Professional with 15+ years of experience in Digital Product Management, Digital Transformation, and IT Leadership, with a track record at companies such as Itaú, Localiza, BMG, and ArcelorMittal. Specialist in Product Discovery, Business Agility, and Agile Governance, led discovery, roadmap definition, and hypothesis validation for digital products in sectors including logistics, finance, and mobility, impacting multiple personas. Led digital transformations achieving results such as +35% in predictability, -20% in lead time, and over US\$1M in operational savings. Coordinated up to 5 squads simultaneously, with up to 20 professionals per team (200+ people impacted), in addition to leading international projects in the USA, Canada, Mexico, Argentina, and Luxembourg.

Professional Experience

Product Owner – Trizy / NSTech | 2025 – Present

- Leadership in the discovery and strategic roadmap of the logistics HUB, connecting suppliers, carriers, and retailers.
- Facilitation of agile rituals and validation of UX/performance hypotheses.
- Coordination of up to 5 squads and stakeholders from various areas.
- Impact: definition of strategic products for multiple segments in the industry.

Agile Coach & Transformation Lead – Itaú / Zup | 2020 – 2024

- Implementation of agile practices and portfolio governance, with the adoption of OKRs in technology and business squads.
- Facilitation of rituals (Daily, Planning, Review, Retrospective) focused on predictability and strategic alignment.
- Results: 35% increase in delivery predictability, 20% reduction in average lead time, and training of 200+ employees in agile practices.
- Raised internal client satisfaction by 28%.

Scrum Master – Localiza | 2020

- Facilitated the launch of Localiza Meoo (car subscription).

- Ensured 95% Scrum adherence, delivering the MVP in 6 months.
- Highlight: process robotization saving US\$1M/year.

Scrum Master – Banco BMG | 2019 – 2020

- Agile facilitation in the development of the bank's mobile app.
- Impact: launch of the app to thousands of users, expanding the digital base by 25% in the first year.

International Project Manager – ArcelorMittal | 2018 – 2019

- Coordination of IT projects in the USA, Canada, Mexico, Argentina, and Luxembourg.
- Leadership in global system integrations and management of international stakeholders.
- Results: US\$1M savings through process optimization and implementation of global governance.

Systems Analyst / IT Support – ArcelorMittal | 2015 – 2017

- Maintenance of SAP systems, Office 365, and Cisco infrastructure.
- Creation of a knowledge base that reduced average response time by 40%.

Project Intern – ArcelorMittal | 2011 – 2013

- Support in SAP projects (BCS, BW, MM, SD) and global email infrastructure.
- Participation in the Global Mail Project, migrating 17,000 corporate accounts.

Level 1 Support Analyst – Sonda Procwork | 2009

- First-level support on the Service Desk, ensuring SLA compliance.
- Support for networks, Active Directory, and corporate operating systems.

Education

- **MBA in Management and Digital Transformation – USP (2025)**
- **Postgraduate in CyberSecurity – Faculdade VINCIT (2021)**
- **Postgraduate in Project Management – PUC Minas (2019)**
- **Bachelor's in Digital Games Design – Universidade FUMEC (2017)**
- **Technical High School in Informatics – COTEMIG (2009)**

Certifications

- CSM® and CSPO® – Scrum Alliance
 - Kanban KMP, KCP, KMM – Kanban University
 - Certified Agile Coach (CAC®) – Massimus
 - Product Management, OKRs and Product Operations – PM3
 - AWS Generative AI Essentials & Technical Accreditation
 - AI for Business & AI for Leaders – Ibmec / StartSe
 - Leadership in Digital Transformation – USP / Tera
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Technical and Leadership Skills

- Management & Leadership: Team Coordination, Strategic Planning, Stakeholder Management
 - Agile Methodologies: Scrum, Kanban, SAFe, Lean Inception, OKRs
 - Technology: APIs, Cloud (AWS/Azure), DevOps, Data Analytics, Experience with generative AI applications and data analysis for decision support and process automation.
 - Tools: Jira, Confluence, Power BI, Tableau, Notion, Obsidian
 - Languages: Fluent English (C1 – Voxy, C2 – EF SET) | Advanced Spanish | Native Portuguese
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ADDITIONAL ACTIVITIES

Personal/volunteer Projects:

- President of the Stroke Association of Minas Gerais (AMAVC) (2022 to 2024)

Leadership of technology and social impact projects, promoting innovations in care processes and community engagement.
 - IT Director at the Stroke Association of Minas Gerais (AMAVC) (2011 – present).
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Keywords (ATS & Managers)

Project Management, IT Coordination, Strategic Leadership, Digital Transformation, Business Agility, Digital Products Cloud (AWS/Azure), Scrum, Kanban, SAFe, Lean Inception, Product Discovery IT Governance, DevOps, Integrations, APIs, Data Analytics, OKRs Artificial Intelligence applied to Business, Automation, Operational Efficiency, UX, NPS.