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About Me

Passionate about Software Development and Product Management, striving to develop usable and reliable solutions. My next career goal is to become part of a team in which I can express my ideas in an open environment, at the same time I hear and take into account my team and stakeholders feedback to create better and more usable products.

Main Skills

Business Analysis

Worked in agile projects for the public sector, eliciting requirements, identifying risks and providing customers with regular demos.

Project Management

Worked as a Project Manager assisting senior project managers in monitoring agile projects as well as coordinating operations projects as a Team Lead.

Software Development

Worked as a Software Engineer in web-based Java projects as well as a Freelance Web and Mobile developer.

Soft Skills

People Management

As a Team Lead I am required to lead, inspire, motivate as well as hiring, training and evaluating my team.

Time Management

Leading two teams as well as acting as technical point of contact for three different partners, managing escalations and keeping service levels at highest possible standards.

Problem Solving

As a Team Lead I am required to make decisions in scenarios of high uncertainty at the same time I have to identify the best available solution.

Most Recent Certifications

2017 University of Alberta

Agile Planning for Software Products

2017 University of Alberta

Software Processes and Agile Practices

2016 IELTS

IELTS English Certification

Languages

English

Business Fluent

Spanish

Native Speaker

Italian

Beginner

Working Experience

09/2015 - Present

Operations Team Lead
Realex Payments

As an Operations Team Lead I offer guidance to a group of technical specialists in order to facilitate the integration process to our customers in the UK, Ireland and Spain.

I am mainly focused on Managed Services which requires constant communication with our partners, three large financial institutions in Europe.

Key Responsibilities

- Acting as a technical point of contact for partners and strategical prospect clients
- Managing any deterioration in service levels
- Reviewing and improving processes and procedures both internal and with partners

11/2013 - 08/2015

Operations Analyst
Realex Payments

As an Operations Analyst I helped a large list of customers who wanted to integrate our payments services into their eCommerce platforms such as websites and mobile apps.

Key Responsibilities

- Guiding new customers through the integration process, assisting them to bring their product or service to the market
- Acting as primary contact to clients, providing advice on resolving technical issues

10/2012 - 10/2013

Mobile and Web Developer
Freelance

As a Developer I worked on both personal and third part projects. Primary goals of the projects were typically user-friendly UI and UX, and a good example is TheIdiomsBook, an Android App rated above 4.5/5 on Google Play.

Key Responsibilities

- Meeting with customers during the entire development process to understand their vision
- Facilitating regular feedback with prototypes and demos

03/2010 - 10/2012

Business Analyst / Project Manager

SIANI

As a Business Analyst I was responsible for eliciting requirements with customers and helping the Development Team to understand our clients needs, as well as to assist the Senior Project Manager to monitor and control the project progress.

Key Responsibilities

- Managing requirements on a fast-paced agile environment
- Gathering and eliciting requirements having regular face to face meetings with customers
- Discussing requirements with the development team on a daily basis and documenting accordingly
- Collecting feedback from customers via on-site demos

03/2008 - 02/2010

Software Engineer

SIANI

As a Software Engineer I was part of a Development Team who strived to deliver high quality software at a fast pace. I was involved in both front-end and back-end development of systems primarily focused on the Public Sector.

Key Responsibilities

- Analysing and evaluating requirements provided
- Developing new features according to specifications
- Maintaining and refactoring code on a regular basis to facilitate scalability
- Testing developed features to ensure acceptance

Education

2009

Master's Degree in Computer Engineering
First Class Honours

University of Las Palmas de Gran Canaria

2004

Bachelor's Degree in Computer Engineering
Second Class Honours

University of Las Palmas de Gran Canaria