

Eduardo Gonzales Bermudez

Senior Agile Consultant, Agile Coach, Agile Facilitator, Agile Trainer, Senior Project Manager

Systems Engineer

10+ years of experience in Enterprise Agile Coach, Agile Trainer, Mentor, Agile Facilitator, Product Owner, Developer, Senior QA Lead, Agile Consultant, Program Manager roles

ICAgile Authorized Trainer. Agile Coach track (Agile Coach, Agile Team Facilitator, Agile Fundamentals)

Certiprof Partner. SMPC, SPOPC, SDPC, OKR, KEPC.

I provide organization coaching, mentoring, training and team building. Head responsibility to analyze, design, develop and support all software application systems.

Provide leadership, management and technical vision to entire staff. I am a natural leader, venturesome and entrepreneur. I have the ability to manage work teams and interact with different sorts of people, also efficient, reliable and self-motivated; well organized and hardworking individual. Problem solver with excellent skills to find alternative solutions whenever needed.

I have experience working in companies such as banking, telcos, AFPs, e-commerce, health, among others.

I have a Master in Project Management

Active member of the USA & LATAM agile communities.

Active member of the PMI Bolivia chapter community

Active member of the CSA BA& Agile CoP

University teacher – UMSS, BO

Phone: +591 72221314

Specialties: PMP, PMI-ACP, ICP-ATF, ICP-ACC, CSP-SM, ACSM, CSM, CSPO, CCNA, OKR, Less basics, Safe 5.0 ASM, KMP.

SKILLED IN

Platforms	Microsoft, Linux Ubuntu, Exchange Server, Test Complete
Technologies	SharePoint, TFS, Microsoft Office, Java, Angular, PHP, C#, Java Script, HTML & CSS
Databases	MySQL, Oracle, Mondo DB

COMPLEMENTARY KNOWLEDGE

Technical Knowledge	Jira, Confluence, VersionOne, Microsoft TFS, Trello
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WORK EXPERIENCE

PMI

Professional Development Coordinator

COCHABAMBA, BOLIVIA

(2024 - Current)

Dedicated and resourceful Professional Development Coordinator with a proven track record of facilitating the growth and advancement of project management professionals. Bringing comprehensive expertise in organizing, implementing, and overseeing professional development initiatives within the framework of the Project Management Institute (PMI). Proficient in fostering collaborative relationships, designing tailored training programs, and ensuring adherence to industry standards and best practices. Committed to promoting continuous learning and excellence in project management.

As a Professional Development Coordinator at the Project Management Institute, I am committed to empowering project management professionals to achieve excellence in their careers through tailored professional development initiatives aligned with PMI standards and best practices.

ENCORA

Senior Agile Consultant/Business Analyst

COCHABAMBA, BOLIVIA

(2021 – 2024)

Digital engineering services company with global capabilities, specializing in cutting-edge software and the development of digital products.

During this time I participated in the following projects:

- **Project: Geneva - GoBio (October 2021 – Current)**

US based project about supporting different health care workflows.

Main tasks executed in the project:

- Give agile coaching to the across 5 teams.
- Help the teams to be self-organized and become high performance teams.
- Give training about agile values, practices, and mindset.
- Give mentoring based on real experience based on the project context.
- Identify antipatterns and help to improve them.
- Facilitate all Scrum events.
- Prepare Agile assessment to measure the maturity level of the BU.

I helped the teams to understand the Agile best practices based on Scrum framework, helping the client to be more organized, and adopt product deliver value mindset.

Technologies: Miro, JIRA, Confluence, Teams.

- **Project: Agile & BA unit (October 2021 – December 2022)**

Unit strategic objectives to improve the service across the organization.

Main tasks executed in the project:

- Review and adjust unit materials for centralize and share within the unit.
- Directly in charge of the CoP from the Unit, helping to organize bi weekly sessions with the community.
- Prepare and train all different department of the organization about Agile practices, methods and frameworks.
- Design Thinking workshops.
- Agile Inception workshops.

- Helped in the BA upskill process definition.
- Directly in charge of screening process improvement.
- Interview candidates of the unit.
- Active speaker of the Agile Community within the organization.

Improve the agile mindset within the Unit and across the organization.

Technologies: Miro, Mural, Slido, Jira, Confluence, Teams, Zoom, Mentimeter.

KUNDER

Agile Team Facilitator

SANTIAGO, CHILE

(2021 – 2021)

Our team is made up of young people, passionate about the latest technology and open to every new challenge. We work hand in hand with companies to enter any stage of development, whether to improve, build or create custom software. We are interested in finding precise solutions, well thought out and achieved with a good level of engineering.

We currently develop custom software for major local banks and financial companies. In addition, we develop our own solutions that we offer as a service to different clients.

Services

- Custom software development
- Development and design of mobile applications
- Website development and design
- Creation of digital products

During this time I participated in the following projects:

- **Project: Project: AFP Omnichannel (Feb 2021 – October 2021)**

The Superintendence requested to implement the omnichannel for all AFPs within their platforms in all their different services channels, in order to improve client experience.

Main tasks executed in the project:

- Train all team members about agility and frameworks, like Kanban and Scrum.
- Work with Spotify scaled framework
- Train the PO and help him to understand how to prioritize the Backlog, write US.
- Help to define the release roadmap
- Help to perform the project inception
- Highlight risks
- Report to the main executives
- Coach all teams across the organization
- Make sure everyone understands and adopt properly agility
- Help to growth the mindset of the teams

- Support the business, in order to define the general scope

Help to measure the team progress, clarify and define the scope of the release.

Technologies: Angular, Firebase, GCP, Github.

- **Project: AFP 10% Withdrawal (April 2021)**

The Superintendence requested to enable the 10% withdrawal for all AFPs in Chile, so people can use that money ASAP.

Main tasks executed in the project:

- Support multidisciplinary team for this development.
- Guide the business and team for delivering the feature with the short development cycle time.
- Made the follow up to the product increment and work with a continuous integration and release to production
- Help to the increments sign off

Sync between the team and business during the day to make sure team understand the scope and general requirements for accomplish the Superintendence regulatory request.

Technologies: Angular, Firebase, GCP, Github.

NUEVATEL PCS

Project Manager/Agile Coach

Nuevatel PCS de Bolivia S.A., better known as VIVA, is a telecommunications operator in Bolivia. It was founded in 1999. Today it is among the largest companies in the country. His specialty is in cell phone coverage in Bolivia.

During this time I participated in the following projects:

- **Project: Agile Transformation (Dec 2017 – Dec 2020)**

The organization based on reacting fast to the continuous market changes, realized that needed to start adopting agility in order to reduce the time to market. This organization was working with traditional project management methodologies for more than 10 years, so no one in the organization knew anything about agility.

Main tasks executed in the project:

- Train the organization in all levels, individuals, teams, departments, C-Level.
- Mentor to the teams across the organization
- Guide the organization in agile framework practices, events and principles.
- Execute agile inception for a project pilot
- Guide about roles, artifacts and events

Based on my experience for traditional methodologies like PMP, I could support the transition from the practices and guide teams to start adopting agility. I also was the JIRA admin, creating the projects from Scratch.

Technologies: There was an integration with all other internal platforms, there wasn't new development.

- **Project: Campaign Management (Jan 2018 – Oct 2020)**

The organization required to automate the campaign process, so the commercial team can deliver campaigns for all channels with a custom target segment, performing some pre-defined clustering and identifying the proper segment based in the client behavior (Prediction).

Main tasks executed in the project:

- I was the Agile Facilitator that guided the teams for implementing the project scope.
- Manages the opportunities, risks and blockers
- Accountable for the success KPIs of the Project

Write your major contribution highlighting why was relevant and how it benefited to client.

Technologies: There was an integration with all other internal platforms, there wasn't new development.

DIGITAL HARBOR

Project Manager/Scrum Master

COCHABAMBA, BOLIVIA

(2016 – 2017)

Digital Harbor is a pioneer in enterprise innovation, with several firsts including the global norm 'Know Your Customer' (KYC) in its credit. We are an established leader in Risk Management, offering the industry's most advanced end-to-end operational intelligence suite to detect, investigate, assess, and monitor risk and fraud.

All this is possible because of our innovative DNA, which is embedded into our organization's fabric that elevates every employee working here and helps us bring great ideas to life to deliver transformational products and delight our customers.

Main responsibility: Help in the product conception to implementation and ongoing support, ensuring that delivered solutions meet customer needs and expectations.

During this time I participated in the following projects:

- **Project: SET Program (Sep 2016 – Sep 2017)**

Through our futuristic and innovative SET platform, we are helping enterprises capitalize on transformational opportunities by redefining the way enterprise applications work today by connecting the dots to provide contextual guidance and collaboration and thus making the enterprise applications social in true sense.

Main tasks executed in the project:

- Gather requirements, working with customers and stakeholders to understand and document their business needs and requirements.
- Analyze collected requirements and translate them into detailed specifications and functional documents to guide software development.
- Facilitate communication, acting as a bridge between technical and non-technical teams, ensuring a clear understanding of project requirements and objectives.
- Collaborate with development teams to ensure that the product meets established requirements and customer expectations.

- Direct responsible for the project scope definition.
- Track team progress for delivering the product.
- Prepare and maintain project, stage and exception plans as required managing project risks
- Determining the cause of deviations from the plan
- Report in a weekly basis the project status to main executives

Direct responsible for product delivery with high quality, time and scope, helping to create prototypes that business fits with their main market goal.

Technologies: Java, MongoDB, Jenkins, GitHub, Angular, Kubernetes.

INCONTACT

Program Manager

COCHABAMBA, BOLIVIA

(2013 – 2015)

InContact is the world's No. 1 provider of cloud-based contact center solutions, offering robust call routing software and a full line of workforce optimization tools to increase the efficiency of contact center agents—all in the cloud. Plus, inContact is the only company that has paired a software offering with telecommunications network connectivity.

During this time I participated in the following projects:

- **Project: Contact platform (Jul 2013 – Jul 2015)**

Develop or invent, innovate, update, improve technical supports, logistic supports and hardware of any kind, conduct consultancy in general related to business management, both private and public, but special development of import, export, distribution, representation of informatic and telecommunication equipment, logic support and hardware.

Main tasks executed in the project:

- Deliver software features to the marketplace.
- Fulfilling the role as Scrum Master on the agile development teams, helping drive, plan and coordinate software development activities from concept to completion.
- Responsible for participating in and leading a team to implement and deliver the product vision while removing roadblocks and ensuring the team's success.
- Drive and lead the team on a daily basis ensuring that team plans, estimates, documents, and products deliver features on schedule and within budget.
- Provide timely project status updates, risks and issues to all stakeholders.
- Coordinate Release Management to schedule, communicate and drive releases onto each environment.
- Be an expert with respect to the product line and usability.
- Staff selection, coaching, goals, performance, and evaluations

Coordinate the sync across teams in LATAM and US, report and accountable of team progress and completion.

Technologies: .NET, Microsoft TFS, Angular, JavaScript.

INFOARCH

SQA/SCRUM MASTER

SANTA CRUZ, BOLIVIA

(2010 – 2013)

InfoArch is a leading international software development company with 20+ years expertise in GRC, audit management, and business intelligence software design and development. Specialized in nearshore, custom, and commercial tools and application development- including embeddable and white-labeled turn-key BI solutions.

During this time I participated in the following projects:

- **Project: Wolters Kluwer (Mar 2010 – May 2013)**
 - Cover all Scrum duties
 - Train the team about agile best practices
 - Report directly to USA client
 - Responsible for quality assurance for desktop, web and mobile application projects. Applications developed with .Net and C++ with Oracle, Access and SQL databases on Windows platforms.
 - Review and validation of software requirements and quality control documents.
 - Validation of user guide documentation.
 - Reporting and bug tracking.
 - Checking and validating log files.
 - Database testing and integrity validation.
 - Creation and adaptation of the test plan.
 - Training and assistance to new employees.

Technologies: TestComplete, VersionOne, SQL DB, .Net, Oracle.

WEBSTUDIO

SQA/TEAM LEAD

COCHABAMBA, BOLIVIA

(2009 – 2010)

We are Web Studio, a digital agency with 15 years of experience in the area of Strategic Marketing, Digital Marketing and Advertising, providing technological and innovative solutions, offering a personalized service and, above all, tailor-made work according to your needs.

During this time I participated in the following projects:

- **Project: ScrumAlliance website (Mar 2010 – May 2013)**
 - Deliver high product quality within scope and budget, meeting customer and general stakeholder expectations
 - Responsible for product quality for web application projects, using the SCRUM framework
 - Coordinate tasks and report directly to the client, responsibility for the results of the multidisciplinary team
 - Smoke Test, Performance Test, Regression Test, Acceptance Test, Security Test, Functionality Test, Load Test
 - Tracking and managing issues such as: Thebuggenie and Test Link tools to ensure customer agreement for all test plan requirements

Technologies: Thebuggenie, SQL DB, PHP, JavaScript,Flash.

JALASOFT

SQA

COCHABAMBA, BOLIVIA

(2006 – 2008)

In June, Jalasoft was born as Jala with the vision of providing talented software engineers to the United States. Our focus has always been on the digital world: we create alternatives to the traditional and revolutionize education. From the beginning, we aim to provide effective solutions in the most accessible and rapid way possible.

During this time I participated in the following projects:

- **Project: NetIQ (Apr 2006 – Oct 2008)**
 - Quality testing for outsourcing software. Design and creation for testing techniques, worked with Windows servers (2000,2003 and 2008), Working with Windows servers (2000,2003 and 2008), worked with Windows servers (2000,2003 and 2008),
 - Managed Exchange servers (2000,2003 and 2007).
 - Monitoring policies configured for Windows platforms.
 - Worked with VMWare Workstation managed SQL servers (2000 and 2005).
 - Used Scrum framework to manage different types of projects.

Technologies: VMWare workstation, SQL Servers, Exchange servers, Windows servers.

INTERSOFT S.A.

Software Developer

COCHABAMBA, BOLIVIA

(2005 – 2006)

Our software development services include web and mobile platforms and applications. We have more than 10 certified developers. We have experience in large projects including development projects for the Government of Bolivia.

During this time I participated in the following projects:

- **Project: FNDR (Aug 2005 – Mar 2006)**
 - Development of the project prototype.
 - Design and creation of the entire Web Portal for FPS – GOVERNMENTAL NATIONAL PRODUCTIVITY FUND ORGANIZATION, LA PAZ – BOLIVIA.
 - Analysis, design, development and implementation of a Web Information Management System using JDeveloper (ADF, JSTL, JSP) and Oracle PL/SQL. Design and creation of the entire web portal for FNDR – BOLIVIA'S GOVERNMENTAL NATIONAL FUND ORGANIZATION, LA PAZ – BOLIVIA.
 - Analysis, design, development and implementation of a Web Information Management System. Using JDeveloper (ADF, JST L, JSP) and Oracle PL/SQL.

Technologies: Oracle PL/SQL, JDeveloper, PHP, Java, SQL Server 2008, HTML/CSS, MySQL.

EDUCATION

August 2019 – August
2021

Project Management
Master

Funiber – Atlantic
European University

Jun 2023

Scrum Developer
Certified (SDC)

Scrum Study

October 2021

Authorized Training
Partner

Certiprof International

Mar 2023	EF SET English Certificate (C1 Advanced)	EF Standard English Test (EF SET)
February 1997 – June 2002	Bachelor of computer science	UMSS
September 2015	PMP	PMI
March 2015	PMI-ACP	PMI
October 2020	ACC	Certiprof
September 2020	ICP-ACC	ICAgile
August 2020	ICP-ATF	ICAgile
May 2021	ICP-BAF	ICAgile
March 2021	ICP-LEA	ICAgile
November 2020	ICP Fundamentals	ICAgile
Jan 2020	ACSM	Scrum Alliance
Feb 2021	Kanban	Kanban University
June 2020	SAFE 5.0 Advanced Scrum Master	Scaled Agile
April 2020	LESS	Percella

LANGUAGES

Spanish: Native

English: Advanced

Other Language: French