A. MATEO ACUNA(480) 636-0470

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https://www.linkedin.com/in/mateoacuna

Agile Coach/Project Manager/ScrumMaster

Dedicated change agent capable of moving an organization faster than ever before. By leveraging 10+ years of experience at a Fortune 500 company, offer well-honed skills with innovative, understanding and proven approach to complex IT business opportunities. Committed team specialist with the wisdom to champion results by instilling trust, integrity and loyalty into team members; bring experience in:

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| * Agile Coaching | * Service Management | * Network Design, Configuration & Management |
| * Managing by Influence | * Product Management | * Project & Vendor Management |
| * Training Delivery | * Strategic Planning | * Staff Management & Development |

PROFESSIONAL EXPERIENCE

INTEL CORPORATION, Chandler, Arizona 2006 – 2016

Agile Software Development Coach/Trainer, 2014-2016  
Advocated Agile practices in IT projects, sharing Agile best industry practices, and facilitating Agile Adoption within cross-functional teams via on-site and virtual forums. Partnered with Intel Emergent Systems and Coaching to establish the Arizona’s first site-wide Agile Community. Facilitated all Scrum ceremonies and KPI reporting for 3 teams as their ScrumMaster.

* Partnered with Delivery Manager to establish SAFe’s Agile Release Trains for the scope of two Scrum Teams, including role definition and training
* Drove change by leading community discussions on Agile planning and engineering practices, emergent methods, and culture. Grew membership to 153 members in 3 months using social media channels and served as the Community Chair for 1 year.
* Results: 300% awareness of Agile practices and its benefits to midlevel managers and directors (per site surveys), and the establishment of a central place for employees to learn, discuss, and share information about Agile and Lean practices.

Business Relationship & Product Development Manager, 2011-2013  
Acquired knowledge of customer outcomes with the goal of managing opportunities, set strategic direction and developing strong business relationships with IT Portfolio Owners, Service Owners, Agile Project Managers, ScrumMasters and Service Teams for services and products across the IT Service and Product Management Lifecycles. Provided business analysis, training and leadership for ITIL continual service improvement projects which drove roadmap definition and service-level contract re-negotiations. Achievements:

* 70% reduction in major incidents for the WAN service while accommodating a 50% annual growth in traffic; 75% reduction in service request rework for the Network Connectivity service while accommodating 20% annual growth in request volume.
* Migration of 700 LAN support specialists, 29 roles/skills, individual service and operational level agreements for over 1,800 lab locations and ~32,000 configuration items serviced via location-based ticket routing in the ServiceNow platform.

Agile Program/Project Manager, 2010  
Facilitated effective, data driven decision making, risk management and efficient Agile project management. Performed as the ScrumMaster for three teams. Evaluated and recommended ways to reduce the supplier base or negotiate expansion of scope with existing suppliers. Communicated Intel business strategies to self-organized project teams and motivated them to work toward the common goal.

* Managed the implementation of home-grown self-provisioning ServiceNow tool and process which enabled the migration of 106 IT Services to the new ServiceNow ITIL-based platform. This represented a 540% Agile Team velocity increase over the pace of the 2 previous years (~12 per year) and cost savings of $1,075,000.00 (22,036 hours)

Computer-Telephony Integration Project Manager, 2006-2009  
Intel International Assignment in San Jose, Costa Rica

Managed cross-functional and multi-geo design/development (Scrum) and operations teams for the consolidation of Intel Contact Centers (integration of Genesys/Avaya/Cisco/ELGA) in Western Europe and the Americas to new facility in San Jose, Costa Rica.

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Tracked project progress and influenced senior management and stakeholders to remove roadblocks and guarantee successful completion.

* Served as BPI/Project Management Trainer/Coach for Costa Rica’s IT Division. Trained and mentored project managers to integrate Lean and Agile practices with CMMi and Project Management Institute’s methodologies. This resulted on healthier projects, with performance improved by 20% in 2 years.

SONOMA STATE UNIVERSITY, Rohnert Park, California 1998-2006

Telecommunications Program/Project Manager, 2003-2006  
 Managed campus-wide, emergent network/telco projects, involving administrators, faculty staff, architects, civil engineers, consultants, construction contractors, and equipment vendors. Developed best-practice business processes and flows for revenue, organization’s structure, and tactical growth plans.

* New procedures resulted on an average 10% savings in total construction costs whenever they were included in a building’s design specifications.
* Designed networks using enterprise and WAN routing (OSPF, BGP), MPLS/ICMP/IGMP, OSI L2 thru L6 switching, IP Multicast, Cisco (XVR routers, Catalyst switches, PIX firewalls), TCP/UDP packet analysis, IP services/protocols (SNMP, DNS, DHCP, HTTP), and BICSI Communications Distribution guidelines.

LAN/WAN Engineer, 1998-2002  
 Designed, planned and deployed WAN, LAN, and network enabling services that reduced hardware and labor expenses, and increased automation and client satisfaction. Served as the department’s Telecomm Specifications Reviewer, Telecomm Field Inspector and RFI campus consultant. Managed project staff and controlled salary budget.

* Founded the Infrastructure Physical Plant Working Group (at the state-wide level), to drive change and set strategic direction on pertinent technology physical plant issues for all 23 CSU campuses. Elected Chairperson for the innovative “New Standards and Practices Development” Sub-Group for a 1-year term.
* Managed over 15 major LAN/WAN multi-million IT construction projects with SSU’s Capital, Planning, Design and Construction Department with 100% customer satisfaction rate.

ACADEMIC EDUCATION

**Master of Science, Telecommunications Systems (Management Option)**

Cal State East Bay, Hayward, California

**Graduate Certificate in Systems Analysis and Design**

University of California, Berkeley, California

**Bachelor of Science in Computer Science**

Sonoma State University, Rohnert Park, California

**Civil Engineering**

Universidad Tecnológica de Panamá, Panamá

PROFESSIONAL CERTIFICATIONS & TOOLS EXPERTISE

Certified Scaled Agile Framework (SAFe) Agilist

Certified Scrum Master (ScrumAlliance Certificant ID #000193471)

Certified Scrum Product Owner (ScrumAlliance Certificant ID #000193471)

Additional Agile Expertise: Scrum, Kanban, XP, Lean SWD

Agile Team/Source Code Management Tools: Rally, MS TFS, Visual Studio

Registered Telecommunications Project Manager

Cisco training: DCN, ICND, BSCI, BCMSN, BCRAN, BGP, ARCH, CIT, CIPT1, CIPT2, Multicast.

ITIL Service Management Lifecycles

Languages/Scripts: JavaScript, Google Apps Script, Lisp, C++, Assembly, SQL, HTML, CSS

NMS Tools: nGenius, Cisco NAM, CW2k, PacketShaper, InCharge Global Console, PRTG

Systems: Unix, AS400, VAX-VMS, Netware, Windows servers

Excellent written, verbal communications and presentation skills, in both English and Spanish