

Jorge A. Fergusson Ossa

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PROFESSIONAL SUMMARY

Proactive, collaborative, and customer-oriented IT Project manager and Business Analyst that supports stakeholders and team members to develop business insights, business solutions, and IT planning by leveraging over **10+ years of experience**. Worked with teams such as IT, and Shared Services to deliver business case plans, roadmaps and manage IT projects. Extensive knowledge in agile and waterfall project management with Scrum Master and Project Management Professional (PMP) certifications.

CORE SKILLS AND COMPETENCIES

- Agile/Waterfall project management
- Test Case planning
- Backlog Management
- IT Budget Management
- ITIL
- Microsoft 365 Suite
- MS Project
- Microsoft Azure
- ServiceNow
- SharePoint

WORK EXPERIENCE

IT Analyst

Jan. 2014 - Jul. 2022

ISA INTERCOLOMBIA

- Coordinated in-house applications support team, followed the cases, and ensured backlog management running smoothly by closing old cases, and discussing with internal customers that resulted in solutions for them and 20% backlog reduction.
- Implemented solutions like ServiceNow and SAP Success Factors with 4000+ employees enabled to do request to internal business units such as Shared Services, Customer Operations, and Workforce and Asset Management.
- Prepared and present periodic and special reports by utilizing the company's project management guidelines report project status. Some projects involved report to the boardroom members, CEO and vice-presidents.
- Negotiated with suppliers the subscription fees, new licenses, and support fees. That allowed the company to maintain the current fees with more features or got reduction by 10%.
- Reviewed and analyze existing information systems and processes to advised on strategy, service delivery and customized solutions to the company. This allowed to redesign web some applications developed 15+ years ago.
- Acted as a liaison between the business units to identify, document and prioritize requirements. I was assigned to some business unit like HR and procurement to act as a direct channel between those units and IT.
- Track and control IT budget related to projects and services in charge. Projects involved CAPEX and OPEX budget to manage and control during the stages of the project or the services fee payments plan for each year.

IT Analyst

May. 2012 - Dec. 2013

ISA

- Acted as a liaison between the business units to identify, document and prioritize requirements. This allowed to meet in person or remotely with users and aided them to identify their requirements related to IT.
- Established and maintain relationships with suppliers. Met with supplier's representatives to track the outsourcing services.
- Reviewed KPI's related to SLA related to user request. This resulted reprioritizing request and incidents.

IT Analyst

Jul. 2010 - Apr. 2012

MVM Ingeniería de Software

- Communicated electronically and in person with users with difficulties with company software. This allowed me to understand correctly their request, documented it and solved the requirements according to the user expectations.
- Reproduced, diagnosed, and resolved technical problems encountered by users. As a result, the repetitive cases were suggested to be added to helpfile documentation.
- Correlated incidents to detect major issues. As a result, it allowed to give from the beginning information to the user that their requests were related to an ongoing major IT incident.

EDUCATION

Post-Graduate Diploma in Information Technology *

Jul. 2012 – Dec. 2013

EAFIT University, Medellin, Colombia

Bachelor of Engineering in Computer Science *

Jan. 2005 – Dec. 2010

EIA University, Medellin, Colombia

(*degree evaluated by WES: <https://badges.wes.org/Evidence?i=476ea139-47cf-4cdb-a6a1-eaf2f2b1a43b&type=ca>)

CERTIFICATIONS

Project Management Professional (PMP)

Nov 2016 - Nov. 2025

Certification Number: 1980296

<https://www.credly.com/badges/abbe03e0-9bec-4bda-a5a4-970e60bbe41d>

Project Management Institute (PMI), United States

ScrumMaster

Sep. 2020 - Sept. 2024

Certificate ID: 001110659

Scrum Alliance Inc, United States

Azure Fundamentals Certification

Jun. 2021

<https://www.credly.com/badges/7e611d08-4ab0-4ee1-9277-2a008e00306c>

Microsoft Azure