Miguel López

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Core Skill:
Project Management

Industry Verticals:
Payments

Tools & Techniques:
Jira
Microsoft Azure
Kanban
Scrum
PMI

Summary:
Seasoned IT professional, Scrum Master, and Agile Coach, specialized in Project Management. I have more than 12 years of experience leading and facilitating strategic project teams for diverse industries like financial, payments, and insurance. My agile project management is oriented to identifying and delivering continuous value, being thoughtful with all stakeholders' expectations around the project as the key to achieving success. I´m a very adaptable person, open, and take care of relations.

Qualifications:
Educational Background:
Project management specialist, Universidad EAFIT, 2012
Mechanical Engineer, Universidad Nacional de Colombia, 2008

Certifications:
Disruptive Agile Facilitator (DAF), Disruption Factory, 2023
Agile coach accredited certification™, International Scrum Institute, 2022
Scrum Master, Scrum Agile Institute, 2021
Scrum Product Owner, Scrum Agile Institute, 2021
Project Management Professional (PMP)®, PMI, 2017

Spoken Languages:
Spanish, Native
English, C1

Soft Skills:
Coaching
Empathy
Management
Problem Solving
Adaptability
Client Relationship

PROFESSIONAL EXPERIENCE

Industry sector: B2B Applications		
Scrum Master **2023-05-02 – Currently**		
Project descriptions: The overarching product goal is to achieve seamless scalability for AI forecasting Service into the client platform. By incorporating Azure, Kubernetes, and KEDA, we aim to improve the system's performance and scalability, ensuring it can efficiently handle variable workloads and spikes in demand. This will not only enhance the client experience but also contribute to the achievement of supporting 100k stores with AI forecasting.	**Responsibilities:** • Promote the adoption of an Agile Mindset, Scrum framework, and SAFe practices, while ensuring compliance with Fourth's internal processes. • Coordinate two Scrum Teams within the same Agile Release Train to contribute effectively to planned product milestones during PI Planning. • Guide Scrum Teams to focus on delivering high-value, Definition of Done-compliant increments, enhancing product quality. • Lead scaled agile events and ceremonies across the HotSchedules Agile Release Train, fostering alignment and program goal attainment.	
Programming Languages: JavaScript	**Tools & Techniques:** Azure DevOps, AWS services, Agile	**Testing:** Selenium

Industry sector: Payments

Senior Project Manager

2022-11-01 – 2023-03-14

Project descriptions:	Responsibilities:
NAB Salesforce is a project that pretends to address the following prioritized initiatives: Workstream 1 - Point & Pay - Billing - Automate manual billing tasks performed by the finance team to reduce effort and minimize errors. Workstream 2 - Compliance Case Management - Build a compliance case management solution with validations and automation. Workstream 3 - Enterprise Salesforce CI/CD - Implement an enterprise CI/CD pipeline for Salesforce that increases speed to release while improving quality standards.	• Collaborate with the team to estimate project efforts and timelines during the Discovery phase, and define project roadmaps aligned with the client's/workstream business goals. • Manage and control project budgets & time forecasts, ensuring cost-effective delivery under the contracted constraints. • Lead, coach, and empower project teams to achieve their objectives through implementing TEAM Framework as a Way of Work for this account. • Identify project risks and implement mitigation strategies through regular reporting & alignment with stakeholders and Delivery Manager.

Programming Languages:	Tools & Techniques:	Testing:
Apex	Saleforce	Xray, Selenium, Manual Testing, Automation Testing

Industry sector: Insurance		
Agile Project Manager		
2022-07-01 – 2022-09-30		
Project descriptions:	**Responsibilities:**	
Provide consultancy services to a North Carolina-based health insurance company, focusing on enhancing the member payments experience. Our goal is to develop a strategic roadmap aligned with industry standards and trends.	• Collaborate with Blue Cross Blue Shield (BCBS) stakeholders & Senior Project Manager to plan and define the discovery/consultancy agenda. • Identify and manage risks and issues and provide regular updates to the Endava Team and BCBS stakeholders. • Monitor and ensure the project stays on track by managing the consultancy timeline, and proactively propose mitigation actions when necessary.	
Programming Languages:	**Tools & Techniques:**	**Testing:**

Industry sector: **LegalTech**		
Agile Project Manager		
2022-03-15 – 2022-11-30		
Project descriptions:	**Responsibilities:**	
The primary goal of the Flint Claim Management project was to leverage Salesforce technology to establish a solution that effectively manages and processes all claims documents received from the company's claimants while adhering to specific business and legal regulations.	• Help the Scrum Team focus on creating and delivering high-value Increments that meet the Definition of Done. • Team management mainly focused on the team's delivery model, agile coaching, and technical & product- centered advice. • Facilitate the adoption of an Agile Mindset, the Scrum framework, and the application of good practices.	
Programming Languages:	**Tools & Techniques:**	**Testing**:
Apex	Saleforce, Jira	Manual Testing

Industry sector: Finance		
Scrum Master / Agile Faciliitator		
2021-05-24 – 2021-11-24		
Project descriptions: The primary objective of the project was to develop and evolve a white-label SaaS microservices solution that offers services for credit card applications, credit score evaluation, and risk analysis, all while providing retail-focused credit cards with a personalized experience tailored to customer segments. The key result was to drive an increase in credit card sales and boost the Net Promoter Score (NPS).	**Responsibilities:** • Mobilize three different Scrum Teams to contribute to project results based on compliance with defined strategies and OKRs. • Help the Scrum Team focus on creating and delivering high-value Increments that meet the Definition of Done. • Facilitate the adoption of an Agile Mindset, the Scrum framework, and the application of good practices.	
Programming Languages: HTML, CSS, JavaScript, C#, .Net Core	**Tools & Techniques:** Microsoft Azure, Azure DevOps	**Testing:** SonarQube