

# Agile Project Manager

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## Core Skill:

Scrum Master

## Industry Verticals:

Retail  
Mobility  
Banking  
Payments  
Technology  
Asset Wealth Management  
Media

## Programming Languages:

Java

## Databases:

MySQL  
PostgreSQL

## Tools & Techniques:

Azure DevOps  
Bitbucket  
Brainstorming  
CSV  
Confluence  
Design Thinking  
GitLab

## Summary:

I love identifying and interpreting customer needs to turn them into technically viable solutions that add value to organizations. My more than 21 years of experience in global IT companies, the leadership of cross-functional teams located in different countries, and my deep interest in continuous learning of cutting-edge technologies, have allowed me to develop as a project manager in technical and transformation processes in different companies using agile methodologies and of innovation.

## Qualifications:

### Educational Background :

Neuro Linguistic Programming and Coaching, CUME, 2023  
Design Thinking Diploma, Universidad Sergio Arboleda, 2018  
Service Management IT Diploma, Universidad Industrial de Santander, 2007

### Certifications :

Certified SAFe 6 Agilist, Scaled Agile, Inc., 2024  
Disruptive Agile Facilitator (DAF), Disruption Factory, 2023  
Agile Certified PMI-ACP, PMI, 2021  
Certificate Lean Change Management Explorer, CertiProf, 2020  
Management 3.0, IT Service, 2020

## Spoken Languages:

English, B2  
Portuguese, A2  
Spanish, Native

## Soft Skills:

Client Relationship  
Empathy  
Coaching  
Critical Thinking  
Innovation  
Leadership Development  
Commercial and presales

# PROFESSIONAL EXPERIENCE

Industry sector : Payments	
Scrum Master	
2023-09-04 – Currently	
<p><b>Project descriptions:</b></p> <p>Endava supports accelerating critical projects that will generate business revenue and provide strategic market positioning for the client. PayPal and Venmo integration to Trust Commerce targets improving the merchant experience and retention, Satisfying common merchant requests to support these alternative payment methods, and Preventing merchant attrition. ****Achievements:</p> <p>*Phase 1 -Sprint 0: Create a high-level backlog and build an ABC workshop to estimate the development and testing efforts. Build the roadmap for implementing the project. Present to the stakeholders the Sprint results and deliverables of the Discover phase. *Phase 2 - Build: Successful deployment of PayPal Integration MVP and Post MVP. Guidelining the scrum team iteratively built and tested the</p>	<p><b>Responsibilities:</b></p>

<p>integration against the backlog. Managing Scrum ceremonies and following the roadmap. Development of the functionality according to the backlog. Support User Acceptance Testing. Close the project by generating the right documentation and executing the handover process.</p>		
<p><b>Programming Languages:</b></p> <p>C++, PHP, Java</p>	<p><b>Tools &amp; Techniques:</b></p> <p>CSV, Microsoft Azure, Microsoft Office Sharepoint Server, Scrum, Agile</p>	<p><b>Testing:</b></p> <p>Manual Testing, CrossBrowser Testing</p>

<p><b>Industry sector : Media</b></p>	
<p><b>Endava Agile Project Manager &amp; Scrum Master</b></p> <p>2023-03-01 – Currently</p>	
<p><b>Project descriptions:</b></p> <p>Endava's proposed approach converges on the building of a consolidated, clean and consistent data model that offers capabilities to be the source of visualizations, dashboards and advanced predictive, descriptive analytics to help to grow the data platform and analytics, The goal of the client is to generate additional business by</p>	<p><b>Responsibilities:</b></p>

<p>leveraging data for their functional areas including finance, sales, and marketing.</p> <p>****Achievements: * Discover Phase: Deliver a successful Discovery phase on time, within budget and scope. Deliver a high-level estimation using the ABC workshop technique for the next Build phase. * Build Phase: Implementation of the Enterprise Data Analytic Platform, which includes the Data warehouse, Data lake, and Business intelligence and Analytics of the new data warehouse. Contribute to the renewal of the Contract, first from the Discover to the Build phase, and renewal for 1 year. Guideline the team following the TEAM 3.0 best practices during the Discover and Build phase. Guideline to the team regarding the strategy of delivering the project. Facilitate scrum meetings with high value for the team and client.</p>		
<p><b>Programming Languages:</b></p>	<p><b>Tools &amp; Techniques:</b></p> <p>Agile, AWS services, Confluence, Scrum</p>	<p><b>Testing:</b></p>

<p><b>Industry sector : Retail</b></p>
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## Endava Agile Project Manager & Scrum Master

2022-04-01 – 2022-08-31

### Project descriptions:

Endava supports the Development and maintenance Global e-commerce platform and in the migration to other Logistic Platforms, aligned with the client strategies such as developing brand partnerships, addressing high value, low effort opportunities to improve acquisition/retention and experience improvements (website, emails, customer service, personalization simplification, etc).

\*\*\*\*Achievements: \*Create a Requirements Prioritization Worksheet to the register of the multiple Stakeholders' requirements. \*Handle meetings with key Stakeholders to know client expectations, timelines, and deadlines to deliver and important requirements.

\*Prioritized requirements with clients initially from the perspective of how valuable each one was to them, once a developer pointed out estimation, technical risk, or other trade-offs associated with a specific requirement, came back to the client to decide the implementation. \*Mix role

### Responsibilities:

between Project Manager and Business Analyst. *Manage the Asana tool for the tracking of the project. *Support in the QA test (Pre-launch and Post-launch) for the Migration to Shopify platform.		
<b>Programming Languages:</b>  Ruby, Java, GraphQL, PHP, SQL	<b>Tools &amp; Techniques:</b>  Agile, Jira, Scrum, Brainstorming, Microsoft Office, React.js	<b>Testing:</b>

<b>Industry sector : Supply Chain</b>	
<b>Endava Agile Project Manager &amp; Scrum Master</b>	
2021-07-01 – 2022-01-14	
<b>Project descriptions:</b>  Development new features and maintenance SaaS-based solution that improves supply chain processes and helps the client partners collaborate to grow businesses and operate more efficiently. ***Achievements: * Annual Audit Certification with this project, successful results, and zero non-conformities. We got positive feedback for the good practices implemented within the project and good tracking and control by the Project Manager * Facilitation the	<b>Responsibilities:</b>

<p>Sprint Retrospectives to promote a culture of continuous improvement, allowing the team to address issues and make iterative enhancements to their processes. * Negotiation and escalation to client related to the missing role "Product owner", client assigned a Proxy Product Owner. * Coordinated a learning transfer workshop from a Business Analyst from Endava to the client related to good practices for writing the acceptance criteria in the user stories. * Proposal to make Improvements in the DoD defined by the client. * Improvements in the documentation related to the Branches process and we gave the client a guideline to avoid common errors in PR, some good practices for refactoring, reducing code smell, and good development practices.</p>		
<p><b>Programming Languages:</b></p> <p>Java, AWS</p>	<p><b>Tools &amp; Techniques:</b></p> <p>Agile, Jira, Scrum, Docker, Spring, AWS services, Bitbucket, Jenkins, SonarQube, Amazon ECS</p>	<p><b>Testing:</b></p> <p>Postman, TestRail, Manual Testing</p>

<p><b>Industry sector :</b> <b>Technology</b></p>
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## Endava Agile Project Manager & Scrum Master

2021-06-01 – 2023-02-28

### Project descriptions:

Develop a web application using principles of Retail gamification such as awarding points for purchases and involving different rewards for specific customer behavior, accessing a website to find out more information about or purchasing a product online, more attractive, more compelling, and more likely to hold a customer's interest.

\*\*\*\*Achievements: \*Lead the first Project Review in the Bench Project. The scope of this project review cover different disciplines such as: Development, Testing, Business Analysis and Project Management-Scrum Mastering, following the guidelines of the TEAM framework. \*I led the first MVP of the product and with the team, we created the initial mockups that later helped us create the Epics and user stories. \*Mentor and coach for junior people. \*Train junior people in Endava processes, agile methodologies, scrum framework, and TEAM 3.0 fundamentals, establish ways of working and improving soft

### Responsibilities:



skills, and assign challenges.  
\*Provide feedback and develop improvement plans on identified GAPs, working together with the career coach. \*Preparation of an IPG document to justify the project with Endava Global and in this way have a permanent

**Programming Languages:**

Java, JavaScript

**Tools & Techniques:**

Agile, Analysis, Scrum,  
Confluence, React.js, Spring,  
Azure DevOps, SonarQube

**Testing:**

Jmeter, JIRA,  
Selenium