Thiago Coelho da Fonseca

CONTACT

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📍 Hortolândia-SP

LANGUAGES

- Portuguese Native
- English Advanced

CERTIFICATE

- ITIL® Foundation Certificate in IT Service Management: Credential ID 597427120651352

- Certified ScrumMaster: Credential ID468819

🌐 My Portfolio: https://uxfol.io/b28c8650

ABOUT ME

I'm a Project Manager and Scrum Master with over a decade of experience, I led cross-functional teams and delivered advanced software development projects using Agile methodologies. I managed teams across the globe, creating integration with complex systems such as iERP and SAP, and efficiently boosting cloud infrastructure optimization.

As a Certified Scrum Master (CSM®), I make use of agile principles to ensure that projects are executed excellently and stakeholders' satisfaction is guaranteed. I feel strongly about building positive work cultures that support psychological health while ensuring high-quality results. I aim to take part in leadingedge assignments where I can utilize abilities in planning, risk assessment, as well as team coordination towards realizing organizational success.

I have conviction about building positive work cultures that support psychological health while ensuring high-quality results.

My focus is to work in a company where I can use my abilities in team management, Agile, PMP and soft skills to realize goals.

EDUCATION

MBA in Business Transformation
ESPM, 2022 – 2023

Post Graduate in Project Management in IT
Fatec Americana, 2014 – 2015

Bachelor's Degree in Data Processing
Fatec Americana, 2007 – 2010

Specialization in Java Websphere
ETEC – Escola Técnica Estadual de São Paulo, 2006 – 2006

Computer Technician
ETEC – Escola Técnica Estadual de São Paulo, 2004 – 2005

EXPERIENCE

Project Manager / Scrum Master
IBM do Brasil – January 2021 to June 2024
Managed the System Ordering Portal application, responsible for processing IBM's global hardware and software orders, handling approximately $32 billion annually. Over 4 years, I successfully led more than 68 diverse projects, including integrations, new features, and infrastructure upgrades. I applied a mix of Agile methodologies with PMBOK principles during my leadership.

- Project Management: Led integration projects with iERP and SAP, using the Agile methodologies, ensuring on-time and within-budget deliveries. This approach resulted in savings of 80 Full-Time Equivalents (FTEs) for the company.
- Agile Methodologies: As a Scrum Master, facilitated Sprint Planning, Sprint Reviews, Daily Stand-ups, and Retrospectives, driving incremental delivery and continuous improvement across projects.
- Team Leadership: Managed a cross-functional team of 8 to 13 developers, business analysts, testers and interns, fostering collaboration across cultures and countries. Applied servant leadership principles to empower the team, resulting in enhanced performance.
- Mentorship: Provided mentorship to team members, guiding them in Agile practices and career development, leading to 14 internal promotions.
- Process Improvement: Fostered a culture of continuous improvement, utilizing retrospectives and Agile metrics such as Burndown Charts and Velocity Tracking, resulting in a 40% increase in delivery productivity.
- Stakeholder Management: Maintained effective communication with stakeholders throughout the project lifecycle, ensuring alignment and transparency at every milestone.
- Solution Development & Validation: Collaborated with Product Owners and Architects in backlog refinement and solution validation, ensuring business requirements were met and value was delivered to stakeholders.
- Application Optimization: Increased user satisfaction from 30% to 80% by incorporating feedback from customers and implementing process improvements.

Cloud Infrastructure Architect

IBM do Brasil – April 2015 to December 2020

Managed and implemented cloud solutions for the Business Partner Management System (BPMS), responsible for moving approximately R$600 million annually in IBM hardware sales in Latin America.

- Cloud Architecture and Infrastructure Management: Managed an initial infrastructure budget of $500,000, reduced to $180,000 after optimizations, covering 18 RedHat servers and 1 Windows server, while ensuring Scalability and High Availability (HA).
- Server Migration and Cloud Migration: Planned and executed server migration projects, increasing application performance by 30%, and led cloud migration initiatives, enhancing Hybrid Cloud environments.
- DevOps, Automation, and Security and Compliance: Provided technical support and developed automated monitoring solutions using tools like Nagios, Dynatrace, and LogDNA, achieving 99.32% availability over 3 years, while maintaining strict Security and Compliance standards.
- Project Coordination and Multi-Cloud Strategy: Coordinated cloud infrastructure projects, managing schedules, budgets, and resources, and implemented a Multi-Cloud Strategy to optimize Cloud Cost and improve Disaster Recovery (DR) capabilities.
- Monitoring, Logging, and Load Balancing: Designed and deployed Monitoring and Logging solutions, including Load Balancing mechanisms, ensuring seamless API Management and consistent performance.

Project Coordinator / Scrum Master

IBM do Brasil – June 2012 to March 2015

Led a team of analysts and developers who supported two IBM enterprise applications (ePricer and eOrder), which are important in processing sales of X and Z systems in Latin America.

- Team Leadership & Agile Coaching: Led a group of people with different professional skills that accomplished critical projects as designed while observing time boundaries, language barriers, and cultural disparities among team members. I led my team by using Scrum Framework principles like Daily Stand-ups, Retrospectives, and Incremental Delivery; thereby enabling the team to become self-organizing and foster continuous improvement.
- Incident Resolution & Impediment Removal: Escalated high complexity incidents to the appropriate level for resolution thus ensuring business continuity. As a facilitator, I assisted in resolving impediments causing delays to improve team performance. Software Development & Process Improvement: Made application amendments and engineered solutions with PL/I, REXX, PIPELINE as well as JCL. Both agile methodologies and waterfall approaches were used to ensure quality assurance through the project lifecycle including milestone tracking.
- Training & Servant Leadership: Performed training on new members leading to an increase in technical capability and work efficiency within the group. Servant leadership was practiced to inspire trust among teammates so that they could collaborate toward agile transformation.

Technologist in Data Processing – Mainframe Z/OS Operator (AT&T Client)

IBM do Brasil – October 2010 to June 2012

Responsible for monitoring and operating mainframe systems and their applications in support of AT&T.

- System Monitoring: Identified and resolved issues through system alerts and contact with technical support.
- Procedure Implementation: Implemented system maintenance changes, training new operators to ensure continuity and efficiency.
- Technical Assistance: Provided technical assistance in creating and updating procedures, contributing to continuous process improvement.

System Analyst – Micro Focus COBOL 3.4.23

Águias Sistemas – January 2007 to October 2010

- Analyzed and developed COBOL applications.
- Provided technical support and maintenance.

PROFESSIONAL DEVELOPMENT

- People Skills Foundation: IBM
- Blockchain Essentials: IBM
- Cloud Essentials: IBM
- Architecture Thinking: IBM
- IBM Mentor: IBM
- Recognized Teacher/Mentor: IBM
- Devops Essentials: IBM
- zOS, VM, MQ, DB2, RACF, MVS, IMS, CICS, JES: IBM
- Websphere, LoadBalancer, IHS, Cloud, RedHat: IBM