



VICTOR M. MENDOZA  
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## IT Scrum Master / DevOps / QA, Project and PMO Management

A dynamic, optimistic, creative, quick learner, certified Scrum Master professional (CSM, A-CSM, PMI-ACP) with proven ability to inspire and lead other, seeking new challenges in Cloud and Agile Delivery with dynamic and progressive technology organization. Extensive knowledge of software development, third party management, project financials administration, implementation and support processes.

### Resume



#### CAREER HIGHLIGHT

- Certified Scrum Master with over 13 years of IT experience.
- Extensive experience with all stages of the Software Development Life Cycle (SDLC) using iterative methodologies including Waterfall, Agile and hybrid.
- Cross-functional leader with extensive experience in work estimation, resource planning, project financials, third party management, project tracking and risk mitigation.
- Background with technology platforms, tools, design and software methodologies: Agile, Scrum, Jira, Confluence, Jenkins, SonarQube, GitLab, Nexus, OpenShift, MS Project, MS Visio, HP ALM, HP LoadRunner, HP UFT, Selenium, QA management and processes including functional, automation and performance testing



#### EXPERIENCE



##### VassIT-US

Jan 2020 – Jan 2021

Santander (Financial Services)  
Boston, MA., USA.  
Scrum Master

Scrum Master for a Hybrid Cloud implementation project (Azure & OpenShift) of a large US Financial services company, supporting and mentoring multiple teams on agile methodology and scrum values and process.

##### Results/Accomplishments:

- Identify, define and setup the program governance of the Cloud Center of Enablement program, based in the Scale Agile Framework (SAFe) environment; in order to manage requirement from a large organization with multiple groups that oversee security, data, DevOps, QA, Legal, financials, risk, compliance and third parties.
- Develop and support Jira workflows and roadmaps to enable the organization a clear and standard form to get the requirements from different groups and stakeholders using different types of Jira's issues (Epics, Initiatives, User Stories, Sub-Tasks and Spikes), sprint timelines, working agreements, product vision and ceremonies.
- Support the product and business owners with providing the detailed requirements for the team to break Initiatives into Epics & User Stories
- Track and resolve the implementation impediments

**Environment:** Azure, AWS, Jira, Confluence, GitLab, Jenkins, OpenShift, Terraform, Sweagle, Ansible



##### VassIT-US

Nov 2017 – Jan 2020

Santander (Financial Services)  
Boston, MA., USA.  
Scrum Master

Scrum Master for an Agile/DevOps implementation project of a large US Financial service company. Support Agile transformation from Waterfall to Scrum Methodology implementing a DevOps platform that provided a set of tools to enable code integration, testing & deployment under a high regulated institution

##### Results/Accomplishments:

- Support the technical and infrastructure designs, as well as coordinate the tool's provisioning in order to setup the DevOps infrastructure for Development and Production environments.
- Support the definition and documentation of policies, processes, procedures, methodologies and trainings for Agile and DevOps. Create and manage the support model for the DevOps platform.
- Third Party, Contracts and Financial management, supporting contracts, legal reviews, risk management and invoicing for 15 vendors that provided the tools and resources.

**Environment:** Jira, Confluence, GitLab, Jenkins, Junit, Nexus, Selenium, OpenShift, SonarQube, Postman

## ➤ Accenture

Salt River Project (Utility Services)  
Phoenix, AZ., USA.  
Test Automation lead

July 2016 – August 2017

Test Automation lead for an improvement program implementation, involving key processes in power systems from a Water & Power Customer Services company.

### Results/Accomplishments:

- Development, coordination and execution of the test plan and strategy for functional, automation and performance testing

**Environment:** IBM Maximo Assets Management, HPE Application Lifecycle Management (ALM), HPE Unified Functional Testing (UFT), ServiceNow, HPE LoadRunner, Selenium, Visual basic Scripts, MS Office, Windows 7 Enterprise

## ➤ Accenture

Santander (Financial Services)  
Boston, MA, USA  
Program Management Office Consultant

January 2015 – June 2016

PMO consultant of a Credit Risk Data Warehouse program

### Results/Accomplishments:

- Manage the pricing, forecasting, resource tracking, invoicing and financial reporting of a 55 resources program.
- Develop metrics and reports that worth more than \$200k USD in saving for the program.
- Standardize processes, track and report the key program milestones, to improve program visibility to financials and status reporting process.
- SharePoint admin for the program in charge of the maintenance and build of sites and sub-sites, permissions, lists, surveys.

**Environment:** SharePoint Designer, Visual basic Scripts, MS Office, Windows 8 & 10 Enterprise

## ➤ Accenture

Amtrak (Rail Public Services)  
Washington DC, USA  
Automation Testing Consultant

November – December 2015

Automation Test consultant in charge of the processes analysis to improve the current testing frameworks.

### Results/Accomplishments:

- Create the test plan and framework for a new functional and automation testing process.

**Environment:** HPE Application Lifecycle Management (ALM), HPE Unified Functional Testing (UFT), Windows 8 Enterprise

## ➤ Accenture

RBSCitizens (Financial Services)  
Cranston, RI, USA  
Program Management Office Consultant

July 2012 – November 2014

PMO Consultant that manage the reporting and resource tracking for different projects within an organization of 350 resources from different geographies, establishing all core PMO processes and tools in an accelerated timeline.

### Results/Accomplishments:

- Manage reporting, resources and assets tracking for a 350 resources' program on multiple global workstreams, standardizing the information, creating metrics and automating processes to coordinates and collates the project data for schedule, cost, effort and variances to validate and create the client invoicing
- Develop automatic processes to extract the information and update the metrics to deliver daily, weekly and monthly status reports.
- SharePoint admin.

**Environment:** SharePoint Designer, Visual basic Scripts, MS Office, Planview, Windows 8 Enterprise

## ➤ Accenture

Multiple Industries and Clients  
Monterrey / Mexico City, Mexico  
Implementation lead

November 2011 - June 2012

Implementation lead of testing Xcelsius dashboards based on client requirements.

### Results/Accomplishments:

- Implementation SME of Xcelsius dashboards for testing reports across the Accenture network.
- Understand the complexity of different projects and application with limited time and provide a solution that fit the project and the client needs.
- Development of reports to reflect the execution of different application and functions.

**Environment:** SharePoint Designer, HP Quality Center (QC), Visual basic Scripts, MS Office, SAP Crystal Reports Dashboard Design (Xcelsius)

## ➤ Accenture

Internal  
Monterrey, NL, Mexico  
Automation Testing Group Lead

September 2011 - June 2012

Manage the process to expand the new and existing employees' skills through the development and implementation of trainings and certifications.

### Results/Accomplishments:

- Develop and provide specialized trainings that enable the QTP certification for more than 50 consultants and SAP Crystal Reports Dashboard Design (Xcelsius) Bootcamp for more than 40 consultants.
- Primary point of contact for new projects in M that involved automation testing; automation testing SME across the Accenture network

## ➤ Accenture

KittyHawk (Financial Services)  
Monterrey, NL, Mexico  
Test Lead

October 2009 - May 2012

Test Lead of multi-geography (India/Mexico/U.S.) automation testing project.

### Results/Accomplishments:

- Manage planning, preparation, implementation, monitoring and reporting of automated tests with at least 5 releases per year, with more than 2000 QTP test scripts that cover more than 9000 functional test scenarios every release.
- Develop excel macros to extract the testing metrics from Quality Center to display the test execution in Xcelsius reports for different applications, in order to reflect the test results on daily and weekly basis for multiple teams and applications.
- Design and implementing a new framework to increase the reuse of QTP scripts and to avoid the rework.

**Environment:** HP QC, HP QTP, Visual basic Scripts, MS Office, SAP Crystal Reports Dashboard Design (Xcelsius), Windows XP

## ➤ Softtek

Penske Logistics (Logistic y Transport Services)  
Aguascalientes, Ags, Mexico  
Test Analyst

April 2007 - October 2009

Test consultant part of the implementation of the whole testing process in a major transportation service company for multiple applications.

### Results/Accomplishments:

- Support functional, regression and performance testing using different testing tools for different applications.
- Provide testing training of outsource team in China (2 QA engineers in Softtek Beijing).
- Set-up, admin and drive the Testing Process using HPQC.

**Environment:** WinRunner, HP QC, HP QTP, HP LoadRunner, Visual basic Scripts, MS Office



## EDUCATION



**BS Degree in Electronic Engineering and Digital Communication**  
Universidad Autonoma de Aguascalientes

September 2011 - August 2012



## PROFESSIONAL DEVELOPMENT

### ➤ Languages

- Spanish **Native**
- English **90%**

### ➤ Programming Languages

- VBScript **90%**
- Java **40%**

### ➤ Management Skills

Process Improvement, Communications Strategy & Management, Quality, Cost, Financial, Account, Contract, Risk, Delivery and Operations Management, Estimation and Planning, Metrics & Status Reporting, Service Level Agreement Management

### ➤ Testing Tools

WinRunner, Quality Center / Application Lifecycle Management (ALM), Quick test pro (QTP)/ Unified Functional Testing (UFT), Selenium, LoadRunner, Junit

### ➤ Software Applications

Jira, Confluence, Jenkins, Nexus, Advanced knowledge of Microsoft Office particularly Excel spreadsheets, pivot tables, and macros; Microsoft Project, Visio, SharePoint, and SharePoint Designer, SAP Crystal Reports Dashboard Design (Xcelsius)

### ➤ Certifications

- Certified ScrumMaster® by Scrum Alliance
- Advanced Certified ScrumMaster<sup>SM</sup> by Scrum Alliance
- PMI Agile Certified Practitioner (PMI-ACP) ®
- Microsoft Certified: Azure Fundamentals
- Certified HP Quick Test Professional 9.2