Benjamin

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# Technical Program Manager – Sr. IT Project Manager - Scrum Master Agile Coach/Release Train Engineer

**Summary:**

* Motivated achiever with more than **15+ years of progressive**, increasingly responsible leadership role in Information Technology and managed the projects in wide range of technologies and responsibilities.
* Proven experience for the past 10 years enhancing Project administration through several methodologies.
* Experienced implementing **PMO from scratch**, negotiating and conciliating with upper management to set efficient processes.
* Proactively built and maintained strong customer relationships; maintain consistent communication and manage customer needs and expectations by meeting project timelines.
* Help management in **Road Maps, contribution in making Product** Vision and responsible for preparing project implementation plan and **Release Plans.**
* Staff Program Manager noted for maintaining and delivering successful releases, operational excellence, leveraging regulations, systems, and compliance, operations, to accelerate business growth and gain competitive edge.
* Interact, communicate, and gain buy-in and consensus with cross functional teams to senior executives regarding project and change management practices. Act as a liaison between business units and IT teams
* Scrum Master with experience managing multiple teams.
* Manage complex initiatives involving cross-functional teams and technology, conflict resolution, consensus/team building, reward, and recognition to motivate team members.
* Enterprise PMO Strategy Governance––Managing Agile and traditional at **Portfolio / Program / Project Level – Work with Senior management on Feature mapping, resource mapping, Project Vision, Yearly / Half Yearly / Quarterly Release Plans, Road Maps, Streamline Portfolios in JIRA, and PPM**
* Senior **IT PM / Scrum Master / Agile Coach** – Work closely with multinational teams on Agile and traditional methodologies. In charge of Sprint Backlogs, Manage Impediments, Administer Cross functional issues, Coach and Mentor Teams, Work with teams on **Architectural spikes**, Service Specification / **Solution Architecture documents**

/ Define and Maintain risk burn down / Velocity burn down / Scope management / Define, manage metrics & reporting.

* Startup cofounder from scratch creating project plan, product lifecycle, resource allocation, architecture, product management, customer facing, **Code developer in Flask, Django using Python, bootstrap, MongoDB, SQLite, Javascript. Infrastructure on AWS, GCS, VPS.**

# Certifications :

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| --- | --- |
| Master’s in science (Information and Technology Management) | Tec M University |
| [Data Science and Machine Learning: Making Data-Driven Decisions](https://www.mygreatlearning.com/mit-data-science-machine-learning-program?utm_source=eportfolio&gl_source=Linkedin&gl_campaign=Eportfolio) | MIT-DSML |
| PMP® #1982861 | Project Management Institute |
| Scrum Fundamentals Certified® #673894 | Scrum Study |
| Certified Scrum Master® #693088 | Scrum Study |
| ITILv3 | Axelos |
| Interpretation of the Standard ISO 31000:2009 Risk management framework | BSI Group |

**Leadership Benchmarks and Career Progression :**

* Customer engagement Program Manager for Americas – Digital Route
* Staff Program Manager - Brightcove
* Sr Program Manager - Brightcove
* IT Program Manager – Amdocs
* Portfolio Manager– Contpaqi
* Scrum Master / IT Project Manager– Contpaqi
* IT Project Manager – TCS - Amdocs
* Workforce and Incident Manager – Teletech (TTEC) – T-Mobile (Global position. Mexico and Philippines)
* Security POC – Teletech (TTEC) – Bank of America
* Workforce Analyst – Teletech (TTEC) – Bank of America

# Technical Experience:

|  |  |
| --- | --- |
| **Open Stack** | **Flask, Django, MongoDB, SQLite, Visual Basic, Python, Javascript, AWS, Jupyter** |
| **PM Tools** | **Microsoft Office Suite (Advanced user), Project, Trello, Visio, Prezi, Visual Studio, Smartsheets, Jira, Google Suite, Confluence** |
| **Methodologies** | **Waterfall, Scrum, Kanban, DevOps, ITIL, Six Sigma, Making Data Driven decisions: Machine learning & Data science** |

**Professional Experience:**

# Client: Digital Route, Texas (Remote) September - 2022 – Till Date Role: Sr. Technical Program /Agile Coach/Release Manager

Customer Engagement program manager for Americas helping to plan and execute work according to deadlines, within budgets and with utmost quality. This includes managing matrixed resources and business stakeholders and coordinating the efforts of team members and third-party contractors or consultants to ensure that projects will excel on delivery, and we will build a long-lasting partnership with our customers based on their own success.

# Responsibilities:

* + Ensuring customers get the best use out of our products and have a trusted advisor always available to help them reach their objectives, assisting with the implementation process.
  + Work together with customer SMEs to create solution designs and gather requirements.
  + Helping manage Product training according to customer needs.
  + Foment periodic health checks on the product to ensure proper adherence to customer needs.
  + Help customers with technical questions.
  + Risk and Issues management: Identifies and tracks project issues, resolving issues where possible or escalating to higher management when needed. Assesses and manages risks and drives mitigation activities.
  + Help with all communications for **EOS (End of Support), EOL (End of Life)**
  + Manages the project management process, including leading project meetings. May document issues, action items, user requirements, or deliverables from project meetings. Supports the operational team by updating project schedules and plans, project communications, budget tracking, etc. Accomplishes all work within established methodologies and standards.
  + Actively engages clients through all phases of the project life cycle, ensuring client satisfaction through timely communication and consistent completion of deliverables within communicated timeframes.
  + Influences and gains commitment to change. Partners with clients and project team members to drive communications and change management activities for each project deliverable. May be responsible for participating in the development of communications and change management materials.
  + Help customers realize the value of the product (**Customer Value Assess**)
  + Identifying opportunities to grow business with the customers and engaging sales team with the process (Licenses and/or Services)
  + Onboarding new Customers
  + Creating and executing a Success Plan
  + Keeping Health Scores
  + Promoting EBR’s (Execute Business Reviews)

# Client: Brightcove, Remote. October 2019 – July 2022 Role: Sr. Technical Program Manager/ Project Manager

Staff technical Program Manager responsible for coordinating the development, implementation and deployment of initiatives that includes different types of technologies and programming languages for several Applications, including Data group team. Coordinate from the beginning the implementation of Machine learning in the company and roadmap completion planning for the same.

# Achievements:

* + Launch Virtual events product successfully in record time resolving a major issue that our customers faced due to all the confinement policies.
  + Creation of multiple projects/templates/reports changing the planning methodology to continuos planning
  + Program manager selected to implement **Machine learning/AI program** on our data across the company working closely with **CDO, CPO and Data VP**

# Responsibilities:

* + Responsible for handling and coordinating multiple technical and non-technical teams at project/program/portfolio level across the organization using scrum methodology .
  + Business requirements collection and documentation at portfolio level identifying impacts between programs/projects, prioritizing according to **Value vs effort, MoSCoW and RICE methodologies**.
  + Excellence in communicating and performing conflict resolution between the different groups/stakeholders/project teams.
  + Go to green planning and execution, which consists in identifying root cause, impacts, possible work around, time vs resources, change management, buy-in, implementation, monitoring and reporting.
  + Responsible for Go to market coordination which includes coordination with different work stream Silos such

# Marketing, Legal, Customer service, Operations and Product.

* + Responsible for coordinating Scrum of scrums to provide status reporting at different leves **such C-level , VP,** Architects, Developers, Testers etc. including risk management utilizing multiple methodologies on multinational teams.
  + Administer, create, and maintain projects in **JIRA, create workflows, User Story Management, Generate Release Reports, Velocity burndown charts** etc.
  + Responsible to create reporting in Confluence using Jira plans, identifying dependencies, blockers, sprint capacity per Team/Project/Program in regards of the ability to burndown according to their Sprint velocity
  + Lessons learned (retrospectives) documentation and process change implementation.
  + Leading as Program Manager teams such **Data, Big Data, Machine learning and Artificial intelligence** as well new products creation from inception to implementation

# Client: Amdocs, Remote September 2016 – October 2019 Role: Program Manager

Program Manager for Amdocs under the Version Deployment Management Division. Responsible for coordinating the development, implementation and deployment of initiatives that include different types of technologies and programming languages on testing and production for several Applications.

# Achievements:

* + Develop and manage 4 programs, including project plans, tasks, milestones, and dependencies.
  + Recognized as top-performing Program Manager for track record of successfully orchestrating high-visibility programs.
  + Effective planning on transition from traditional **methodologies to DevOps Responsibilities:**
  + Organized and facilitated Agile and Scrum meetings, which included **Sprint Planning, Stand-ups (SUM), Sprint Check-In, Sprint Review and Retrospective and Sprint report generation.**
  + Interfaced with **SMEs to prepare BR** documents for ongoing projects.
  + Main point of contact and accountable party for onsite e-commerce and the day-to-day manager of Telecommunication program for assigned specific business units being key liaison between the product, marketing, technical, vendor and executive teams.
  + As a Scrum master conducted Scrum ceremonies like Daily Scrum meeting, Sprint planning meeting, Sprint review meeting, Sprint Retrospective meeting and Backlog refinement meeting.
  + Conflict resolution between the different project teams, responsible for identifying and communicating project risks to the project team, leaders, stakeholders, and proactively anticipating issues/risks that may compromise project goals.
  + Responsible for reporting and communication (both internal and external) necessary to meet business objectives and organizing **JAD or Brainstorming** sessions with business users and **SME.**
  + Work with Sponsors on Yearly / Quarterly release plans, mainly on work force availability, training and recruitment plans, release scheduling as per the organization’s calendar, prepare release plans.
  + Interface with all relevant stakeholders with respect to dependencies, Shoulder Surfing**, UAT** planning and support **UAT,** Work with teams on **UAT** remedies and retrofitting.
  + Communicated with management, SMEs, product managers and RTE on product issues.
  + Facilitating PI planning sessions for multiple releases, integrations in accordance with Portfolio feature mapping and release plans
  + Manage changes to the project scope, project schedule and project costs using appropriate verification techniques to align to business strategy.
  + Create Business cases, project charters for sponsors approval/stakeholders review.
  + Opening corresponding change requests and presenting estimates in Change Control Board meetings
  + Prepare Roadmaps, change requests, onshore/offshore resource assignments and support schedules.
  + Production readiness

# Client: Contpaqi, Guadalajara, Mexico April 2015 – September 2016 Role: PMO Manager

**PMO Manager** directly involved on the definition and implementation of the PMO processes according to the **PMBOK** and **SCRUM methodology.** Directly involved on the management of all portfolio/program/Projects across the company including strategic lines, IT projects (using agile and waterfall methodologies) and in charge of the IT Project managers/scrum masters team)

# Achievements:

* + Implement an efficient Project management office with a mixture of Agile and Waterfall methodologies.
  + Coordinate and implement a suite of new applications on cloud.
  + Key player on strategic lines planning to increase Revenue/efficiency of the company.

# Responsibilities:

* + Implementation of new processes according to **PMBOK** on an organization.
  + Accountable for change management impacting scope, time, and Budget.
  + Status provider to **CEO** and Director level internal and client
  + Business requirements documentation
  + Coordinate business requirements translation into software and hardware requirements
  + WBS creation and project plan creation
  + Conflict resolution between the different project teams
  + Go to green plans creation and execution.
  + Status reporting
  + Audit compliance
  + Application deployment
  + Risk management
  + Production readiness
  + PPM Administrator

# Client: Contpaqi, Guadalajara, Mexico May 2014 – April 2015 Role: IT Project Manager/ Scrum Master

IT Project Manager / Scrum Master In charge of Sprint Backlogs, Manage Impediments, Administer Cross functional issues, Coach and Mentor Teams, Work with teams on Architectural spikes, Service Specification / Solution

Architecture documents / Define and Maintain risk burndown / Velocity burndown / Scope management / Define, manage metrics & reporting. Responsible for coordinating the correct definition, planning, development, implementation, and control of initiatives that includes different type of technologies and programming languages on testing and production, as well different technical and non-technical areas such product definition, Services, marketing, Commercial, infrastructure, development, testing and deployment.

# Achievements:

* + Implement + 15 new projects.
  + Implement on the company a Software factory project.
  + Migrate from on premise server to cloud.

# Responsibilities:

* + Responsible for handling and coordinating the technical and non-technical teams across the whole project.
  + Stakeholder identification and management
  + Business requirements documentation
  + Coordinate business requirements translation into software and hardware requirements
  + WBS creation and project plan creation
  + Conflict resolution between the different project teams
  + Go to green plans creation and execution.
  + Status reporting
  + Audit compliance
  + Testing coordinator
  + Risk management
  + Production readiness
  + PPM Administrator

# Client: TCS (Amdocs), Guadalajara, Mexico May 2012 – May 2014 Role: IT Project Manager

IT Project Manager for Amdocs under the Version Deployment Management Division. Responsible for coordinating the development, implementation and deployment of initiatives that include different type of technologies and programming languages on testing and production.

# Achievements:

* + Implement + 12 Major releases.
  + Implement + 26 Minor releases.
  + Lead the Project Manager team.

# Responsibilities:

* + Responsible for handling and coordinating the technical teams across the whole project.
  + Stakeholder identification and management
  + Business requirements documentation
  + Conflict resolution between the different project teams
  + Problem solving using six sigma tools.
  + Go to green plans creation and execution.
  + Status reporting
  + Meeting coordination with different project stakeholders (BP, Architects, Developers, and Testers etc.)
  + Multinational team coordination
  + Lessons learned documentation.
  + Application deployment
  + Risk management
  + Production readiness

# Client: Teletech (T-Mobile/Bank of America), Guadalajara, Mexico July 2008 – June 2012

Workforce and Incident manager responsible for making the business profitable by coordinating the development of new projects and being responsible for improving existing processes.

# Achievements:

* + Successful mitigation of budget constraints by automating processes.
  + Leading a multinational team handling worldwide operations.
  + Implement new standards into the company across team silos.

# Responsibilities:

* + Monitoring and controlling the Operations Support Center (OSC)
  + P1, P2 and incident triage management
  + Making business profitable by working on a balance between client´s requests and operational needs
  + Workforce forecast management.
  + Modeling client´s requirements based on different metrics and operational indicators.
  + Multinational team coordination
  + Liaison among different departments and stakeholders
  + Continues improvement project implementation.
  + Change Management
  + Problem solving by process modeling.
  + Audit compliance
  + Real time reporting
  + Work breakdown structure creation
  + Business requirement documentation
  + Business case presentation at different levels
  + User´s manual documentation
  + Risk management
  + Security point of contact

# Client: Only Finance / Fast Credit. Guadalajara, Mexico. December 2006 – July 2008

Sales manager responsible for the implementation of successful business strategies to enhance the profit and comply with the requirements of our commercial banking partners.

# Achievements:

* + Achieve each monthly sales goal.
  + Implement new processes to save time on the Sales documentation.

# Responsibilities:

* + Sales team management
  + Sales strategies implementation and execution end to end
  + Risk management
  + Budget management
  + Reporting financial status to stakeholders
  + Customer satisfaction Analysis