**Mario**

**917-775-7720**

[**reachpmp77@gmail.com**](mailto:reachpmp77@gmail.com)

**Technical Product Owner/Manager & Scrum Master**

**Professional Summary:**

* Certified professional having **15+ Years** of experience in **B2B & B2C** agile project management as a **Product Owner/Scrum Master/Safe Agile Coach** in different fields such as **Technology Information and Industrial Operations**.
* Forming High-Performance development teams of teams and implementing agile frameworks to improve team’s delivery.
* Be a Servant Leader to optimize team processes as a **Scrum Master acting also as a Product Owner** in creating the Features and User Stories with the **INVEST criteria.**
* Experienced in generating the most value from the **Scrum ceremonies like Sprint Planning, Daily Scrum, Sprint Review/Demo and Sprint Retrospective.**
* Facilitated Product Backlog refinement, Agile estimation, Agile games, mid-sprint reviews and Sprint workshops.
* Roadmap of the Project, conducted all Scrum Ceremonies: **Daily Scrum, Grooming or Refinement, Retrospective, Planning, and Review** meetings as a **proxy DM.**
* Experience on **Kanban, Jira, Confluence, and Service Now.**
* **Focus on having a** healthy Product Backlog and Sprint Backlog, prioritize User Stories, and review Epics.

# Facilitated getting the work done without force, assigning, or dictating the work.

* Estimation of User Stories in Story Points (**Fibonacci Scale**).
* Supervised and built cross-functional teams by supporting team building and mentoring (Agile sprints) to create timely deliverables and foster growing client relations.
* Excellent Business writing skills, including extensive writing of Business Requirements Document (BRD), Functional Requirements Document (FRD), **Non-Functional Requirements Document (NFRD),** Process Description Document (PDD), Solution Design Document (SDD), and System Requirements Specification (SRS) and helping the team to understand them.
* Hands-on experience in SDLC (Software Development Life Cycle) and Agile process.
* Extensive experience in Testing of **Java, Power Apps, SQL server** database applications
* Responsibility of leading various aspects, such as agile methodology, designing and development, team management, project management, technical documentation, data analysis, budget preparation, web designing, building grid layouts and client relationship management as a Java Developer.
* Steered a wide spectrum of IT activities, such as REST web services, SOAP, (initial Levels). Well-versed with programming languages and frameworks, including Java/J2EE, JSP, Servlets, and Spring MVC.
* Ensuring Scrum team is effective and removing developer impediments. Using **Java, J2ee, Rest, Oracle. AWS, SAFe, MS office 365**
* Planned, prioritized, and undertook the software development on **Oracle SQL server** and other relational databases.
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.

**Scrum Skills:** Servant Leadership, User Stories, Sprint Planning, Backlog Management, Agile Application Development, Agile Leadership, Kanban, Scaled Agile Framework, Jira, Team Building & Leadership, Managing Remote & Offshore Resources, Negotiation Strategist, Project Management, Metrics and Monitoring, Continuous Quality Process Improvement, Pair Programming, Definition of Done, Data-Driven Decision Making around Quality, Test Driven Development, Brown Bag Sessions – Learn and let Learn, Business Process Improvement, Customer Success, One-On-One Promoter, Release Burn-Down chart, Velocity Modules, Retrospect and improve.

**Data Visualization tools:** Microsoft BI tools, Tableau, Power BI, Kibana (Canvas), Atlassian, TFS

**Cloud:** Azure on-premises and SAAS. Azure Integration & Migration

Development Languages & APIs: C#, Java, MVC, Web (Rest + SOAP) APIs, Hosted App, Webhooks

**Database**: SQL, T-SQL, No-SQL (Elastic Search – ELK)

**Intermediate Skills:** Java, Python Prog, PowerShell

**Deployment tools:** CI/CD, Jenkins, Terraform

**Education:**

* Diploma in Effective Executive Development (ITESM), Monterrey, Mexico.
* Master’s in industrial Process Management (Universidad ETAC), Mexico, Mexico
* Bachelor’s degree in international marketing (Universidad ETAC) Mexico, Mexico.

**Technical Skills:**

**Technologies:**

SAFe, Scrum Master, Agile Process, Project Management, Kanban, Requirement Analysis,

OKRs, Waterfall, Acceptance Criteria, ATDD, TDD, Mapping the requirements to the project, Smoke testing, Java, Web Services: REST, SOAP.

**Tools:** SQL, JQL, Planning Poker, Jira Tool, Kanban, Confluence, AHA! Maven, Service Now,

Miro, Mural, Jam board, http, Zoom, Oracle, Visual Studio, Slack, Meets, Azure, SonarQube, Fortify, Kahoot, Mentimeter BetterMe, StarMeUp, Success Factors, SharePoint, Balsamiq, Ms. Visio, Draw.io, Lucidcharts, Apptio, Grafana, BOPIS, BORIS, etc.

**Operating Systems:** MS Office, Windows, Mac OS, Google Suite, Open Office.

**Languages:** English C2, Spanish C2, Brazilian Portuguese A1

C**ourses & Certifications:**

* **SAFe Leading Agilist 5.0, Certified ID:69144576-3125,** [**https://community.scaledagile.com**](https://community.scaledagile.com)
* **Safe Release Train Engineer, Certified ID: Ongoing,** [**https://community.scaledagile.com**](https://community.scaledagile.com)
* **Agile Project Management Diploma,** [**https://stratominds.com**](https://stratominds.com)
* **Certified associate in project management, Certified ID: 2635315,**
* **https://**[**www.pmi.org/certifications/certification-resources/registry**](http://www.pmi.org/certifications/certification-resources/registry)
* **SAFe Product Owner -Product Manager 5.0, Certified ID:09202444-2971, https://community.scaledagile.com**
* **Scrum Master Certified (SFC), Certified ID: 587154,** [**http://www.scrumstudy.com**](http://www.scrumstudy.com/)
* **Scrum Developer Certified (SFC), Certified ID: 626734,** [**http://www.scrumstudy.com**](http://www.scrumstudy.com/)
* **Six Sigma Yellow Belt (SFC) Certified ID: 627671,** [**http://www.scrumstudy.com**](http://www.scrumstudy.com/)
* **Scrum Fundamentals Certified (SFC) Certified ID: 583870,** [**http://www.scrumstudy.com**](http://www.scrumstudy.com/)

**Professional Experience:**

**Client: Global Payments INC, Alpharetta, GA. July 2023 – Till Date**

**Project: Banco Estado Chile Migration Project & Carrefour and Central Bank of Brazil Regulatory Project**

**Role: Technical Product /Project Manager**

**Description:** Migrate the legacy system databases to our owned system in the cloud for BESCL and Fix the errors on DOC 6308 for CARF.

**Responsibilities:**

* Expert in managing **JIRA boards, JQL filters**, creating new projects and boards.
* Responsible for the organization documentation in Confluence.
* Translate and validate the translations of the requirements between English and Spanish, manage the roadmap, communication with the stakeholders and the rest of the teams.
* Collaborate in the approval of translations of documents deliverable to the client in Chile.
* Review and track business and non-functional requirement specification for API’s Development user stories and use cases in Agile methodology.
* Close collaboration with **Application system developers and Business Analysts** for the administration of requirements related to business applications.
* Co-responsible for the generation and monitoring the **Enterprise Authority to Operate (EATO)**
* Used **JIRA to create and track user stories**, Iteration planning, tracking, and managing sprints, creating Scrum boards, burn down charts, and to maintain sprint backlog.
* Facilitated **PI Planning** sessions that included teams from different platforms.
* Involved in MS Office, ETL, API, Retirement and annuity, SQL/TSQL, UI/UX, prototype, proof of concept.
* Responsible for creating the dashboards that help us to monitor the **AWS** project costs of cloud resources through the **Apptio Cloud ability tool**.
* Prioritize the User Stories of the Product Backlog to ensure the deadlines for the project.
* Ensure that User Stories before being uploaded to the sprint, meet the acceptance criteria and INVEST
* Perform smoke tests and UAT to validate the app functionality.

**Environment:** Google Suite, Google Slides, Docs, Sheets, Forms, Drive & Vault, MS Excel, MS Project, Confluence, Jira, Amazon Web Services, jQuery.

Correct the errors found in the DOC 6308 report currently in production through two multicultural teams from Brazil and India so that Carrefour can use the files provided by TSYS.

**Client: Equifax Inc, Alpharetta, GA. May 2023 – June 2024**

**Project: KOUNT / Midigator S3 Replication**

**Role: Technical Product Owner**

**Description:** The goal of this project was the ingestion of the data from the new acquired companies **KOUNT and MIDIGATOR, map that data** into our systems to validate the Fraud prevention and Chargeback Verification across the subdomains Access Event, Prevention, Order and Chargeback in a common Standard Schema.

**Responsibilities:**

* Expert in managing **JIRA boards, JQL filters**, creating new projects and boards both managed by teams and by the company and their respective integration with **Aha IO!**
* Creation of dashboards in **JIRA** to follow the progress of the team in a graphical way.
* Development of pages in Confluence integrating information from multiple boards in JIRA to obtain an automated real-time snapshot of the latest comments from developers for the status report of each team. (**Mirror Tool, ZipMSA, Midigator & KOUNT**).
* Responsible for the organization documentation in Confluence.
* Manage Infrastructure as a Code (IaC) through Terraform to automate the creation, modification, and management of on-premises and cloud infrastructure resources.
* Wrote and reviewed business and non-functional requirement specification in the form of Microservices and API Development user stories, use cases and UML in Agile methodology.
* Close collaboration with **SREs** for the administration of requirements related to business applications **(BAP's) in Oracle ServiceNow**.
* Co-responsible for the generation and monitoring of **Production Readiness Review (PRR)**
* documentation.
* Implemented row level security on data and have a good understanding of application security layer models in **Power BI**
* Executed **SQL queries** to test back-end data validation of **DB2 database** tables based on business requirement
* Worked with **SQL Joins and SQL queries** extensively to evaluate data process and end user satisfaction.
* Involved in agile, kanban, Jira, rally, confluence. Using Java, Rest, web services, Oracle. SAFe, AWS, security, application development.
* Involved in MS Office, ETL, API, Retirement and annuity, SQL/TSQL, Azure, UI/UX, prototype, proof of concept.
* Involved in MS Project, MS office 365, SharePoint, risk management, vendor management, data mapping and data management e-commerce, infrastructure management, loyalty program, timesheet management and rooster management.
* Used **JIRA to create and track user stories**, Iteration planning, tracking, and managing sprints, creating Scrum boards, burn down charts, and to maintain sprint backlog.
* Created **Agile Release Trains (ARTs**) and facilitated **PI Planning**
* sessions that included teams from different platforms.
* Involved in MS Office, ETL, API, Retirement and annuity, SQL/TSQL, Azure, UI/UX, prototype, proof of concept.
* Responsible for creating the dashboards that help us to monitor the
* **AWS** project costs of cloud resources through the **Apptio Cloud ability tool**.
* Collaborated with SMEs to develop enterprise strategy for mapping, data purge, de-identification, dups & retention, reducing liability.
* Follow-up sessions with data stewards and other stakeholders.
* Prioritize the User Stories of the Product Backlog to ensure the deadlines for the project.
* Ensure that User Stories before being uploaded to the sprint, meet the acceptance **criteria and INVEST**
* Perform smoke tests and UAT to validate the app functionality.

**Environment:** MS Visio, MS Excel, MS Project, MS Outlook, MS Office, IOS, Confluence, Jira, Amazon Web Services, Tableau, jQuery, Webpack, Google Tag Manager.

**Client: Equifax Inc, Alpharetta, GA September 2022 – May 2023**

**Project: NonW2 alternative pay type events**

**Role: Technical Product Owner**

**Description:** The goal of this project was to securely ingest our partners’ pension files. Map that data into our systems to validate Income Verification for retirees and beneficiaries in compliance with Equifax encryption standards.

**Responsibilities:**

* Prioritize the User Stories of the Product Backlog to ensure the deadlines for the project.
* Ensure that User Stories before being uploaded to the sprint, meet the acceptance criteria **and INVEST.**
* Establish refinement sessions, to achieve understanding between the

# UI’s, RTE’s and management.

* + Estimate User Stories, in conjunction with the **RTE.**
  + Coordination of the **QA team** for the testing execution.
  + Involved in a SPOC & SME to resolve critical issues, led the development of RFP/RFI process and documented learnings for future step Ensure the daily meeting to ensure the progress of the project.
* Visualization of the progress of tasks and user stories, using the **JIRA** tool.
* Conducted daily standup meetings to get live updates from the team,
* helping Project Manager actively update the project status, detect risks at early stage and take corrective / preventive actions.
* Organized Business Requirement Documents (BRDs) and gathered Functional Requirement Documents (FRDs) from stakeholders and provided the scope of work to the Development Team for them to assemble the prototype in the Staging environment before the client approving it to be deployed to the Production environment.
* Performed **UAT testing** before the product launch, so that the stakeholders felt comfortable and satisfied.
* Designed and documented REST API's, including **JSON** data formats and **API versioning** strategy.
* Increased database performance by utilizing **MySQL** configuration changes, multiple instances and by upgrading hardware.
* Define the Retrospective Sessions to generate commitments to continuous improvement according to what was experienced in the concluded sprint.
* Database analysis in SQL to data validation.
* Roadmaps **Aha IO Tool Admin** for Special Initiatives Team.

**Environment:** UML, MS Visio, MS Excel, MS Project, MS Outlook, MS Office, IOS, Confluence, Jira, Google Analytics, MySQL, Google Optimize, MERN stack, Tableau, AWS, Figma, Canva, GitHub, Bitbucket, Rally, Agile, Postman, Skype, Google workspace.

**Client: Disney Media Customer Digital Experience, Burbank, CA July 2021 – September 2022**

**Project: Service Distribution Entitlements**

**Role: Product Owner/Engineering**

**Description:** The goal of this project was to grant access to the different Disney services (Marvel Ultimate, Disney plus, and NatGeo) through the Entitlements Platform.

**Responsibilities:**

# **Assisted Delivery Manager**

# **Facilitated PI planning as a proxy DM for multiple teams in a remote location (USA, LATAM).**

* + Onboarded and mentored new scrum master’s and trained them on Disney’s standards.
  + Adapt in developing, publishing and scheduling **Power BI reports** as per the business requirements. Created queries using DAX functions in **Power BI desktop.**
  + Experience in Informatica to manage business value delivery.
  + Facilitated Scrum of Scrums to discuss each team’s progress and provide help with any impediments, or escalations needed.
  + Applied PLM principles and methodologies to manage product lifecycles, including requirements management, change management, and documentation control.
  + Planned and coordinated Cloud computing Platform (GCP) server maintenance.
  + Helped multiple team scrum masters in resolving the impediments.
  + Skilfully managed all the inter-team dependencies within the train.
  + Monitored OKRs progress of each team and reported to leadership.
  + Work with cross-functional stakeholders in budget and plan, prioritize the upcoming roadmap, resolve issues during build and test, and launch product on timely fashion.
  + Worked closely with train leadership and program manager to ensure the smooth progress of the teams on the train.
  + Have a 1:1 session with each Scrum Master to encourage them and detect some risks.

**Senior Scrum Master**

* + Coordination of remote 2 teams, given the business requirements: On-Call Support, Entitlements, CSG, CDS, Google and Apple handlers, OneID, etc.
  + Prioritize with the PO User Stories of the Product and Sprint Backlog to ensure the integration of the most important entitlements transactions.
  + Ensure that the User Stories comply with DoR required of transactions before Discovery and Grooming work for their successful development in which is defined transactions and information fields.
  + Have the Planning Meetings to define the priority of the user stories to be integrated into the next sprint according to the progress of the channels in the development of the transactions.
  + Make sure that the User Stories comply with the **DoD functionalities** to be implemented in production, to grant the access of the clients to the different **Disney Platforms.**
  + Coordination of **QA Teams** for the execution of tests in **UAT, Sandbox, and Production environments.**
  + Perform smoke tests and UAT to validate the app functionality.
  + Have the Daily Meeting to ensure the progress of the Entitlements and Search teams.
  + Use the **JIRA tool** to visualize work and optimize the flow of the work among the teams.
  + Coordinate work sessions, for the solution of impediments and defects that are in the development and QA teams.
  + Follow-up to the roadmap to alert teams of the deviations found that hinder the fulfilment of the User Story.
  + Database analysis in **SQL to data validation.**
  + Schedule Retrospective Sessions to generate continuous improvement follow-ups for the next sprint.
  + Review of metrics (velocity, burn-down and burn-up chart), to define the workload for the next sprint based on the complexity and volume of transactions to be worked on and the vacations, days Off, and holidays of the team.
  + Have a 1:1 session to ensure the mental health of the team crew and avoid attrition.

**Environment:** Jira, Slack, GitHub, Confluence, MS SharePoint, MS Office (MS Word, MS Excel, MS PowerPoint), Agile, Spotfire, GCP, MS PowerBI, Tableau, Visual Studios, Azure, MySQL

**Client: AXA Insurance, Mexico City, Mexico. December 2019 – July 2021**

**Project: Zocalo migration**

**Role: Product Owner/Sr. Project Manager**

**Description:** The objective of this project was to migrate the customer’s platform by dragging all the historical transactions to the new one in a production environment.

**Responsibilities:**

* Playing the role of Scrum Master, Project Manager, and Project Lead, ensuring to have progressed by sprint according to the stages of the main roadmap across the teams.
* Coordination of the development, testing, and BA teams.
* Analyse business requirements, to obtain the correct definition of the required functionality of the AXA’s reports and establish the project timeline.
* Prioritize User Stories from the Product Backlog to ensure the integration of reports according to business requirements.
* Ensure that User Stories comply with the DoR.
* Scheduling of grooming sessions, to achieve clarity of requirements for the Zocalo Project.
* Establish the Planning meeting, to define the required priority of the product backlog, according to the User Stories Ready for the next Sprint.
* Help the team estimate the User’s Stories, tasks, and Test plans, according to their complexity and dependencies.
* Coordination of the QA team for the execution of tests in the UAT and Sandbox environment.
* Perform smoke tests and UAT to validate the app functionality.
* Have Daily meetings to ensure progress with the team.
* Use the JIRA tool, to visualize the progress of what is committed in the sprint.
* Conduct follow-up among the business team, users, and development
* team, to avoid delays in the process, improve communication, and pay attention to impediments.
* Schedule Retrospective Sessions to generate continuous improvement follow-ups for the next sprint.
* Review of metrics (velocity, burn-down, and burn-up chart), to define the workload for the next sprint.
* Follow-up sessions with stakeholders: Senior Management, Car and home Risk Areas, and users.
* Preparation of Effort Estimates and Project Proposal supported by the business and development team.
* Testing end-to-end application testing projects involving requirements analysis, testing, implementation, and support.
* Help the QA Lead to detect defects in the Zephyr System according to the data entered and scale them to the development team.

**Environment:** Jira, Slack, GitHub, Confluence, MS SharePoint, MS Office (MS Word, MS Excel, MS PowerPoint), Agile, Zendesk, Locize, Postman, Tableau, Salesforce Marketing Cloud, Figma.

**Client: Equifax Incorporated, Mexico City, Mexico September 2018 – December 2019**

**Project: Cyber Financial System Migration**

**Role: Sr. Scrum Master (Agilist) / Product Owner**

**Description:** The objective of this project was the migration of the Cyber Financial System from version 9 to 12 onto a nonproduction environment.

**Responsibilities:**

* Playing the role of Scrum Master, ensuring the fulfilment of the goal of achieving the integration of the processes from credit analysis and collections reports.
* Playing the role of Scrum Master, ensuring the fulfilment of the goal of achieving the integration of the processes from credit analysis and collections reports.
* Coordination of the development and testing team.
* Support as a Product Owner the definition of business requirements, to achieve the required goal of integrating the complete process of service in customer service.
* Prioritize the User Stories of the Product Backlog to ensure customer service, according to the segment of the type of customer from the highest to the lowest debts.
* Ensure that User Stories before being uploaded to the sprint, meet the acceptance criteria and INVEST characteristics so that they can be integrated as a priority with the requirement of debt and geographical location.
* Establish grooming sessions, to achieve understanding between the development team and stakeholders: business and users.
* Conduct the Planning sessions in coordination with the Ireland squad, to prioritize the user stories to be integrated into the sprint (Sprint backlog), according to the priority of the product backlog.
* Estimate User Stories, according to their complexity using the Fibonacci Sequence. For complexity, the type of customer and debt segment is defined.
* Coordination of the QA team for the testing execution.
* Database analysis in SQL to data validation.
* Continuous Integration and Continuous deployment in Software Development.
* Ensure the daily meeting to ensure the progress of the project.
* Visualization of the progress of tasks and user stories, using the JIRA tool.
* Establish follow-up sessions with the development team for the
* solution of defects and impediments found in the development of the user story.
* Ensure compliance in the user story according to the business requirement, prioritizing customer billing.
* Define the Retrospective Sessions to generate commitments to continuous improvement according to what was experienced in the concluded sprint.
* Review of metrics, to adjust the workload to the next sprint, according to the capacity of the team, which showed for the development of user stories and tasks of the concluded sprint.
* Follow-up sessions with stakeholders: SMEs and clients.
* Follow-up on the implementation of the release with the team (tech lead, product owner, project manager, and support teams).

**Environment:** Product Planning, Product Delivery, Product Lifecycle Management, Agile Project Management, MS Office, Figma, JIRA, Tableau, Microsoft Azure Platform, Postman API.

**Client: Aprin Technologies, Mexico City, Mexico. January 2018 – September 2018 Project: Project Management Director 360º**

**Role: Scrum Master**

**Description:** This project consists of training the future Scrums and agile project managers of a variety of clients.

**Responsibilities:**

* Performing the role of Scrum Master, Product Owner, and Project Lead, ensuring progress by sprint, according to the stages of sales defined by the stakeholders.
* Coordination of the training and sales team. Facilitate the trainees regarding: DoR, DoD
* Scrum Ceremonies such as daily, planning, retrospective, grooming, and review meetings.
* Poker planning
* Estimation of the user stories using a Fibonacci system
* Review of metrics (speed, burn-down, and burn-up chart)

**Client: Qualtia Alimentos, San Nicolás de los Garza, Mexico September 2008 – December 2017 Project: Develop of Q-Mobile system and standardize the store’s operations**

**Role: Scrum Master / Product Owner / Project Lead**

**Description:** The project was required due to the information gaps between the store data and the sales management to obtain information directly from the wholesaler and avoid the waste of delicatessen products.

**Responsibilities:**

* Performing the role of Scrum Master, Product Owner, and Project Lead, ensuring progress by sprint, according to the stages defined in the roadmap.
* Get all the information provided by the main stakeholder (Commercial Director).
* Establish the proof-of-concept size.
* Create the backlog of the project according to the business and tech requirements (handset selection type of connection, coordinates, service continuity, alarms, functionality tests, and software updates)
* Coordination of the development and testing team.
* Prioritize the User Stories of the Product Backlog, to develop the integration of the most important production systems for the attention to the service.
* Ensure that User Stories comply with the characteristics of the DoR required for the implementation of the Q-mobile system.
* Preparation of Effort Estimates for the progress required according to the project proposal.
* Scheduling of grooming sessions, to achieve an understanding of the needs by priority
* Establish the Planning meeting, to define the required priority of the product backlog, according to the senior management guidelines
* Estimate user stories, according to their complexity
* Help the QA lead, for the generation of the matrix of test cases required by the business.
* Support the QA team in the execution of tests
* Perform smoke tests and UAT to validate the app functionality.
* Establishment of daily sessions to ensure progress with the team.
* Follow- up to the roadmap to focus on the fulfillment of the commitments for the integration of Q-mobile with the MFG pro system.
* Use the Kanban tool, to make progress transparent and unblock the obstacles that cause delays to the goals
* Schedule Retrospective Sessions to generate commitments for improvement.
* Follow-up sessions with stakeholders: Wholesale senior management, internal and external wholesale management, and users.
* Review of metrics (speed, burn-down and burn-up chart), to adjust the developments in the next sprints
* Follow-up to the post-implementation of the integration of systems, for the validation of information and resolution of incidents found.