ALEJANDRO AVILA

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**Summary**

Passionate Agile Project Manager / Program Manager professional offering many years of overseeing multiple major engineering and banking / financial projects for IT, telecommunications, and software companies. Proven history in leading cross-functional teams from initial design and planning to commissioning and support implementing those within the Agile or waterfall frameworks.

**Professional Experience**

**Project Manager – Scrum Master 01/2021 – 02/2024**

Endava – Valley National Bank

* Partner for Valley National Bank (US Regional Bank key player on financial service sector) leading project focused on digital onboarding platform, consumer deposits (high Yield Savings), checking, commercial deposits, small business deposits, and Digital channels.
* Worked with third-party integration as KYC “Know your customer” (Alloy), Plaid, DocuSign, online banking, payment gateways, and integration with vendor development team specialized in salesforce and Fintech solutions.
* Facilitated teams’ planning (estimation) and tracking activities while coaching in Agile principles.
* Led cross-functional scrum team of 22 members to streamline a multifaceted Hybrid Project.
* Increased and improved risk identification methods to facilitate the team members to work on mitigation plans.
* Identified potential roadblocks in critical moments of the project lifecycle, effectively diverting workflow elsewhere as needed.
* Prepared go-live MVP (minimum value product) phase and readiness for fast follower releases in coordination with the Release Manager.
* Led Phases of Valley Direct, Consumer, Commercial and Miser swap to IBS through software development lifecycle (SDLC) processes.
* Employed Agile methodology to improve and create new processes, the definition of ready and definition of done across all the streams and tracking roadmap, software developments, software upgrades, quality control guidelines, risks, and project change management requests.
* Tracked two Azure DevOps boards and coordinated backlog refinement with the product owner.
* Alignment with third parties, contribute to process improvement initiatives and coordinate all ceremonies handled in Sprint cycles.
* Highlighted Streams managed: Account Opening, Valley Pay (Payments), MuleSoft, and QA.
* Delivered briefings to the stakeholders to present the status of the projects.

**Tools**: Azure DevOps, Salesforce (ERP), Miro, Agile, Waterfall, Microsoft 365, Teams. Service Now, Salesforce

**Project Manager – Scrum Master 04/2019 – 12/2020**

Endava – McClatchy

* Partner for McClatchy (US notable player in the newspaper publishing industry) leading four streams (Android, iOS, Mobile Automation, and API) in coordination with DevOps team following Scrum and Kanban methodologies, incremental planning, development, and maintaining new features for about 50 news mobile applications in the U.S. newspapers (Miami Herald, Kansas City, and El Nuevo Herald).
* Facilitated the team to identify blockers and issues to adjust team velocity for every sprint.
* Conducted a comprehensive risk management and monitoring assessment during the planning stage aims to identify both inherent risks and potential risks arising from changes.
* Provided the proper tracking of the project performance, epics planned during product Increment showing progress, velocity, human resource management, and defined action items based on lessons learned.
* Coordinated with cross-functional teams (Mobile streams Integration- iOS, Android, Automation) to work on new developments and fixes to deliver on each increment.
* Delivered briefings to the stakeholders to present the status of the projects and budget management.

**Tools**: Jira, Agile, Waterfall, Kanban, Confluence, Trello, Slack, Google Docs, Data Analytics, Jenkins.

**Program Manager - Risk Manager (2+) 06/2016 - 12/2018**

Huawei Technologies **– Telefonica Digital Transformation**

* Solution implemented for Telefonica (2nd biggest mobile and fix operator in Colombia) for Digital Transformation included prepaid, postpaid and small and medium companies’ migration, budget estimated on 64M USD.
* Participated on pre-sales phase through opportunity (initial approaching meetings), bidding (RFP answer for service deployment), negotiation phases (cost calculation, quotation, clarification meetings) and Human Resource Planning.
* Led risk committee, risk management and issues tracking for all streams, “Infrastructure, CRM, CBS, Integration, Architecture”.
* Helped partners develop processes and timelines to follow up on projects and API tracking.
* Collaborated with successful migration for Prepaid and Post-paid Services with new Business Support System core platform.
* Followed up client communications with deliverables weekly at Director Level.
* Invoiced and revenue recognition for milestones aligned with delivery schedule.
* Followed up scheduled for program in coordination with client PMO.

**Tools**: Microsoft Project, Excel, Visio.

**Software Line Manager + Project / Program Manager (5+) 01/2010 – 06/2016**

Huawei Technologies

* Worked on several projects for Colombia fixed and mobile operators on pre-sales, delivery, support, and operation with budget around 20M USD per year.
* Conducted resource planning processes, providing effective administration and support to ensure adequate resource utilization.
* Established client relationships and development to accomplish business financial goals.
* Coordinated recruitment and settled new staff into the department and different projects.
* Collected and organized budget and revenue recognition related to department products.
* Managed all the process groups (Initiating, Planning, executing, monitoring, and controlling).
* Launched in production and swap system for Value Added Services.
* Managed challenges on availability of resources and technical issues that could delay the project’s go-live
* Provided technical expertise, training, and assisting with staff evaluation.
* Drafted and submitted budget proposals.
* Led SaaS projects.

**Software Maintenance Leader + Software Engineer (5+) 10/2005 – 01/2010**

Huawei Technologies.

* Ensured stakeholder satisfaction through SLA conciliation and evaluation of project performance.
* Created of the business case, functional requirements, site survey, hardware implementation, software deployment, development tracking, IoT, UAT, cutover, handover to operation and Software upgrade.
* Monitored work, checking team quality, and measuring operational performance that contributes to the organization's growth.
* Implemented projects: Free Phone Service, AAA, Prepaid service, Postpaid Service, Video Streaming, IPTV.

**Tools**: Microsoft Project, Oracle, Informix Database, Unix (Solaris, AIX, Linux), Windows Server

**Education**

BSc in Electronic Engineering - San Buenaventura University

**Certifications / Training**

Project Management Professional (PMP®) Course for Certification Version 6-7.

Scrum Master/Product Owner (CSP) – Certified

Project Management Level 4 to handle Projects until 20M USD – Huawei (Shenzhen-China)

Project Management Level 3 to handle Projects until 5M USD – Huawei (Panama)

Project Management Training for Software Leaders – Huawei (Shenzhen-China)

Project Management Professional (PMP®) Course for Certification Version 4.