

LUCIA CASTIGLIONI

Product Owner & Scrum Master

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Professional Profile

With extensive experience as an IT team leader, I have accumulated valuable experience and significant achievements.
My certifications as Scrum Master and Product Owner support my expertise in Agile Methodologies, where I have successfully led teams towards the efficient delivery of complex projects.
My approach focuses on creating a collaborative and results-oriented environment, where flexibility, innovation and proactivity are essential to adapt to constant market changes and project demands.

Work Experience

Product Owner - Devices@IBM SSA & Caribbe at IBM

April 2018 - Present

Lead a team of 18 people, for the SSA and Caribbean region (Colombia, Chile, Ecuador, Uruguay, Argentina, Costa Rica, Venezuela, Peru, Aruba, Barbados, Bermuda, Bahamas, Curacao, Jamaica, Suriname, Trinidad & Tobago), all in charge of the administration and repair of devices and phones for the entire company and working under the Agile Methodology.

Main Tasks:

- Hiring new candidates for each country.
- On Boarding the devices for the New Hires.
- Working with with "Services Now" as the main inventory tool.
- Keep inventory control in each country prioritizing safety in each warehouse.
- Follow metrics to maintain healthy inventories.
- Maintain the warehouse in optimal conditions, complying with the corresponding safety standards.
- Prepare and present, weekly and monthly Management Systems for managers and executives, presenting the metrics of each team and evaluating their growth and areas of improvement.
- Conduct weekly Stand Up meetings with the different squads to identify and solve problems and exchange relevant data.
- Implement CrossTrainings so that all team members are aware of the entire process.
- Manage internal audits.

SW & HW SSA Team Lead at IBM

January 2017 - April 2018

Main Tasks:

- Lead a team of 20 analysts.
- Service seven SSA countries, working under agile methodologies.
- Coordinate the development of reconciliation of Scanning alerts (scans installed on machines) and Compliance (product licensing), the PreAquisition task (purchase of SW and HW both IBM and external customer) and RIT (Maintenance Renewals). And the HW task (Assests tracking).
- Main point of contact for Account Focals and first line Managers.

SW LA Reconciliation Team Lead at IBM

March 2015 - January 2017

Main Tasks:

- Lead a team of skilled analysts.
- Support customer in the seven SSA countries, Brazil and Mexico and provide resolution of SW Scanning (scans installed on machines) and SW Compliance (product licensing) alerts.
- Identify and solve highly complex problems in the most efficient way. Manage internal audits.
- Work on continuous improvement of the provided service level.
- To be the contact reference for the Customers Focals Point and 1st line Managers.

Software Compliance at IBM

May 2011 - February 2013

Main tasks:

- Organize and assign tasks to the audit team, being a reference for doubts during KCO audits.
- Main Consultant on software reconciliation for Distributed and Mainframe platform.
- Train new recruits.
- Seek solutions to different problems with customers over the phone. Drawing up work procedures.
- Manage assets for U.S. customers. Software Reconciliation for U.S. customers.

Change Management at IBM

February 2009 - May 2011

Main tasks:

- Process all customer requirements according to the standards proposed by the customer and IBM.
- Maintain constant communication with the customer and suppliers (answer frequently asked questions about orders, communicate estimated dates of goods delivery dates).
- Monitor customer requirements and make all necessary updates. Create, modify and cancel requirements.
- Match orders from their initiation until the invoice is paid.
- Handle all procedures and paperwork necessary for the return of goods to the supplier. Solve issues with the invoice reconciliation team and provide them with the corresponding resolution.
- Request missing invoices from suppliers.

Invoice Reconciliation at IBM

August 2007 - January 2009

Main tasks:

- Verify that the invoices provided by the supplier match whit the customer order so that there are no inconveniences in the payment.
- Verify part numbers, prices and product descriptions. Check reports to make sure there are no outstanding items.
- Comply with SLA the terms of time decreed in the agreements between IBM and the client.

Education

Bachelor's Degree in Human Resource Management

Universidad Siglo 21

January 2015 - Present

Scrum Master

Scrum Alliance

November 6, 2017

Product Owner

Scrum Alliance

November 3, 2019

Languages

*English - Advanced level

Skills

*Office Package - Advanced level

Service Now

Additional Information

**Certificación CSAM

*Certificación PM Orientation/Fundamental

*Certificación Agile Metodology

Community Manager Certificada