

PERSONAL INFORMATION

Name: Pablo Ezequiel Aguirre
Age: 38 years
Marital Status: Married
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EDUCATION

High School	Fragata Escuela Libertad (Systems Analyst)	1998/2003
University	Buenos Aires University (Computer Engineering)	2004/2006
College	Asoc. de Técnicos de Fútbol Argentino (Soccer Manager)	2009/2012
College	ATFA (Child Soccer Instructor)	2010/2011
University	Buenos Aires University (Degree in Systems)	2016/2019

WORK EXPERIENCE

- **Customer Success Associate Lead at WSO2 (2021/11 – Present)**
  - Customer Success support
  - API Manager and Integration tools support and guidance for several customers.
  - Development of java connectors for enterprise tools
  - Analysis and documentation
  - Mentoring of new collaborators

- **Project Leader – Project Manager - Problem & Incident Manager - Business Analyst Specialist - Sr. Software Engineer at Santander Tecnologia (2017/12 – 2021/10)**
  - Managed several projects initiation, including defining project objectives, scope, and deliverables, and conducting feasibility studies and risk assessments,
  - Allocated and managed project resources, team members, contractors, and external vendors, ensuring optimal utilization and efficient delivery of project goals.
  - Conducted regular project status meetings, prepared progress reports, and presented project updates to stakeholders, providing transparent and accurate project information, using agile methodologies.
  - Implemented continuous improvement initiatives, identifying opportunities to enhance

processes

- Mentored and coached team members, fostering a collaborative and high-performance project team culture.
- Active participation in business and regulatory meetings.
- Production support and previous environments testing, constantly analyzing improvements and / or corrections to bring the end user a product of excellent quality.
- Analysis, functional design and development of banking business processes.
- Research of technological tools for processes improvement and automation.
- Agile Methodologies promoter
- Design and development of simple processes in Office365 and complex ones in Java and Tibco.
- Preparation of instructions and training in tools for the analysis of BPM.
- Analysis and development of applications and services in Java for the automation of business processes related to transformation digital bank.

- **Business Analyst & PM at Banco Hipotecario (2016/08 – 2017/12)**
  - Managed several projects initiation, including defining project objectives, scope, and deliverables, and conducting feasibility studies and risk assessments,
  - Oracle BPM functional analysis, solving incidents and answering queries.
  - Functional documentation and creation of homologation test scripts and active participation on software quality testing and development.
  - Agile methodologies implementation, carrying out meetings and reports related to management.
  - Responsible for the control of SLA compliance.

  Responsible for Functional Support (2012/12 – 2016/08)
  - In charge of a three members team.
  - Functional analysis and resolution of incidents related to the bank´s systems.
  - Problem Manager
  - Bank branches support with the business continuity plan.
  - Generation of reports and quality service improvement according to the SLA.
  - Induction courses for new employees.
- **Responsible for Software HelpDesk and Operations at Nidera (09/2011 – 12/2012)**
  - Making of monthly and daily management reports and its analysis.
  - Problem Manager.
  - Induction courses for new employees.
- **Office automation at AMADEUS (2008/02 – 2011/08)**
  - Hardware and software support for a hundred users.

- Networking.
- IT solutions budget.
- Induction courses for new employees.

- **Logistics analyst at PARAMEDIC (2006/04 – 2008/02)**
  - Dispatching of ambulances considering distance, urgency and time optimization.

- **Fray Martín del Barco Centenera School (2004/03 – 2006/03)**

  IT Teacher
  - In charge of 10 grades in Elementary.
- **Golden Arches - Mc Donald´s (2002/03 – 2004/03)**

  Area Manager
  - Personalized customer service.
  - Cash management
  - Stock control
  - Employees training.

LANGUAGES

Fluent Speaker – Upper Intermediate
First Certificate in English (FCE) – 1998
C1 Level at ABA English - 2017

TECNOLOGY

- WSO2 APIM +EI Certification
- Oracle and Tibco BPM
- JIRA
- Backend: Java (+Spring)
- FrontEnd: HTML, CSS, JS, React
- Systems Analysis.
- Coaching oriented to organizational leadership and high performance teams
- Hardware and Software technical support (IBM & UTN)

FURTHER KNOWLEDGE

Professional Soccer Manager and Child Soccer Instructor at Asociación de Técnicos del Fútbol Argentino.