Contact

www.linkedin.com/in/gisela-provenzano (LinkedIn)

Top Skills

Fluent English
Configuration Management
CMMI

Languages

English
Italian
Portuguese

Certifications

Certified Scrum Master

Gisela Provenzano

Agile Coach - Scrum Master
Argentina

Summary

Having started my career working as a processes consultant, and having had the chance of implementing improvements to certificate CMMI-5, today I value even most the benefits of being agile.

And being agile means:

- Accepting that change is necessary and quickly adapting to it without losing momentum, to have a competitive advantage. It means learning and adapting fast.

- Understanding that before employees we are people. It means trusting the people you work with.

- Aligning your needs to your client needs and success

- Understanding that you will make an impact in the world, and trying to make it a positive one.

Experience

SparkDigital
Delivery Manager / Scrum Master
December 2016 - Present (3 years 9 months)

* Facilitated the collaboration among team members
* Fostered communication within the team
* Aligned team members towards a common vision for the products being developed
* Provided the tools and the space for people to develop their skills, both technical and core, and to successfully keep growing professionally
* Promoted a culture of collaboration and cultivation in the different projects/ organizations where I worked
* Helped the teams to think of strategies to improve

-- Provided support to organize the QA area of the company (team building activities, career path definition, trainings definition, leadership)

Globant
1 year 5 months

Agile coach for Westcon
September 2016 - December 2016 (4 months)

Agile coach for iSeatz
May 2016 - December 2016 (8 months)

* Alignment of the different levels of the organization in the adoption of Agile
* Definition of the best strategy to adopt Agile in the different teams.
* Support on best practices
* Identification of core team members that would support the transformation and worked close to them
* Support to the different roles in the improvement of their daily work (by sharing tools, methods, strategies, etc)

Scrum Master for K12
August 2015 - August 2016 (1 year 1 month)

* Definition of team composition
* Agreement on the best Agile practices to be used in the project
* Team support
* Backlog refinement for the team
* Timeline definition and agreement with the client
* Release manager activities (releases coordination and support)

Project Manager and Agile consultant
Project Manager and Agile Consultant for Pernod Ricard
June 2015 - August 2016 (1 year 3 months)

Globant
2 years

Agile PODs Office Manager
October 2014 - May 2015 (8 months)
San Francisco, California

Support clients in the adoption of Agile methodologies.
Detection of improvement opportunities
Definition of teams composition and distribution

Scrum Master at GAP
September 2014 - May 2015 (9 months)
San Francisco, California

Provide support in the implementation of Agile in the project.
Establish a fluent communication with the client to ensure satisfaction with the results obtained.
Be compliant with internal processes.
Support the continuous improvement approach for the development team.

Teletech - KPIs Consultant
August 2014 - October 2014 (3 months)

Definition of KPIs for the different service lines of Teletech.
* Service lines analysis
* Targets definition
* KPIs implementation

Deloitte - Process consultant
May 2014 - September 2014 (5 months)
Mar del Plata

* Follow up of the improvement plan defined during 2013
* Support in the process adoption for new projects
* Focus on Agile methodology - coaching projects on Scrum best practices

Process Specialist - Carnival Cruise Lines
November 2013 - May 2014 (7 months)
Miami

* Quality Assurance Framework development and implementation.
* Subject Matter Expert in process improvement and organizational change, and accountable of delivery.
* Definition of Pipeline management process, Dependencies management process, Measurement process, Configuration management process, Audit process, Root cause analysis process
* Support in the definition of Quality Control related assets
* Support in the creation of Automation related assets
* Definition of Measurement plan, according to the organizational needs
* Team leadership
* Mentoring to Scrum Masters in the adoption of the defined processes, templates and guidelines
* Executive reporting

Quality and Continuous Improvement Analyst - Process consultant at Deloitte

June 2013 - November 2013 (6 months)

* Asessment of the account status in relation to industry best practices and standards, and Globant's process framework.
* Gap analysis regarding agile methodologies, technical status, communication and processes adherence.
* Creation of an improvement plan for the account, and follow up of the actions defined to improve.
* Risk management for the projects
* Support in the processes adoption

IBM Global Business Services
LA DE Operations Leader
September 2009 - May 2013 (3 years 9 months)

* Support to Risk Managers support
* Analysis of Delivery Excellence data
* Analysis of financial data for LA projects
* Communication plan management at LA level
* User access validation to RM and DE tools.
* Analysis of LA projects metrics
* Executive reporting
* Client satisfaction - Resolution Owner

IBM
Process Consultant
November 2006 - July 2009 (2 years 9 months)

Specific activities at IBM Argentina as a Process Consultant:

• Configuration Management specialist: Releases of the processes library (OPAL) until March 2008 and process improvements development.
• Estimating Subject Matter Expert: Deployment of the Estimating Procedure as an innovative improvement in 2 projects from Chile, 2 from Uruguay and 2 from Venezuela in order to recertify CMMI Level 5 in December 2008.
• Estimating methods Trainer: Function Points, Use Case Points, Complexity methods.
• Support to projects in the Transition and Transformation phase.
• Support to Global Delivery in the implementation of Business Continuity, Project Management and Finance processes

LEARNING AT IBM:

Project Management Orientation – IBM – 2007

Function Point Course – IBM – 2007

Aspect Oriented Programming – IBM – 2007

Project Scope Definition – IBM – 2007

Six Sigma Essentials – IBM – 2007

Six Sigma – Deploying Six Sigma – IBM – 2007

Six Sigma – Managing 6S Projects – IBM – 2007

Six Sigma – DMAIC Define – IBM – 2007

The art of Knowledge Management – IBM – 2007

Implementing Project Human Resources Management – IBM – 2007

Project Budget – IBM – 2007

Project Planning – IBM – 2007

Implementing an IT Project Plan – IBM – 2007

Telefonica Argentina

Call Center Assistant

November 2004 - October 2006 (2 years)

Support in network connections and routers configuration.

Education

Universidad Nacional del Centro de la Provincia de Buenos Aires

Engineer, Information Technology · (2000 - 2010)

Universidad Nacional de Mar del Plata

Master in Business Administration, Business Administration · (2015 - 2017)

Agilar

Certified Scrum Master, Scrum Master · (2014 - 2014)

IRAM

Quality · (2011 - 2011)