RIZZI, Ariel Eduardo **arielrizzi@gmail.com**
Agile Coach - Program Manager
Cell. 54-9-11-5492-7336 Date of birth: **October 27th, 1975.**

VALUE SUMMARY

SAFe Agile Coach and program manager for multinational companies within 16 years. Highly experienced in leading teams > 40 people to deliver business value around the world. Facilitated and coordinated 8 PI planning since 2018. Experienced in budget analysis and change management. Team motivator and ***problem solver***. Created synergy among team members and management. Deliver executive reports, progress and project milestones. Responsible for on boarding strategies Interviewer for new candidates and developed onboarding strategies. Also developed induction for new employees.

PROFESSIONAL EXPERIENCE

ExxonMobil – since Dec 2007 and in progress

Agile Coach SAFe PMO – January 2020 to present
Member of the Agile Portfolio Management Office

- ✓ Member of Lean Portfolio Management – EPICs discussions for long term vision – Tactical decisions for the organization.
- ✓ Support different business units to submit EPICs in the portfolio
- ✓ Mentor teams to deliver more value during Pre and Post PI planning
- ✓ Develop trainings for Agile Framework (scrum master, product owner and product manager sustainment)
- ✓ Enable different teams in ART to adopt and change to Agile mindset
- ✓ Built curricula for team's skill bingo (enable teams to support new features)
- ✓ Support global teams in IT to run ceremonies under SAFe 5.0 framework
- ✓ Supported Project Managers and enable them to submit EPICs
- ✓ Responsible for trainings and Agile career path for teams and individuals in Buenos Aires.

Scrum Master Network Connectivity DMZ Team – April 2019 to January 2020
Main activities

- ✓ Perform activities as **Release Train Engineer** for a train of 150 people in 3 continents
- ✓ Lead and plan the PI planning for the teams in the train
- ✓ Servant leader for a team inside the train to delivery more value
- ✓ Coaching activities for the team and the train about SAFe framework
- ✓ Developed a training career plan after assess the team needs to improve technical knowledge
- ✓ Plan the PI planning for ART (150 people)
- ✓ Enable the team to break silos and empowerment team members to think T-Shape learning
- ✓ Responsible to facilitate all ceremonies for the team in the train

Scrum Master Internet Hosting DMZ Team – January 2018 to April 2019
Voted by the team to become the Scrum Master.

- ✓ Built a team from scratch with team members from different teams and knowledge
- ✓ Responsible for Agile success in the team
- ✓ Define the goals with the team for the first PI
- ✓ Define objectives and negotiated dependencies with other Agile Release Trains
- ✓ Handled and solve any blocker inside and outside the team
- ✓ Facilitated the whole ceremonies for the team
- ✓ Built a mindset to persuade team members about benefits of Agile SAFe framework

Project Manager Internet Hosting DMZ Team - October 2015 to January 2018
PM for network infrastructure. Roles and resp. Managed resources to finishing mayor projects for PM Office. Scrum Master – Agile. Lead team of 8 people. Responsible for Agile Ceremonies. Attended 8 Program Increment Planning (SAFE Framework) Identify the process end to end and performed improvements.

- ✓ Assisted the Release Train Engineer in the PI planning for the teams in the train
- ✓ End of Life migration project and Microsoft IIS 8.5 installation for 160 intranet sites. Lead a team of 10 people in US, UK, Hungary, AP and India.
- ✓ IoT project Cisco CECA interface in the planning phase and implementation of temperature sensors in two buildings in Buenos Aires to save electricity and have a centralized analytics service.
- ✓ Divestment and Change in Control project so sell refineries in Peru, Guatemala and Italy
- ✓ Lead a project to migrate 250 intranet sites to IIS 8.5 for total users of 12.000.
- ✓ Change manager for infrastructure and other network projects. (During project life cycle)
- ✓ Risk planner by evaluating and set a Delta value for non-discretionary projects for IT

Global Asset Management Lead. (Temporary assignment) - January 2014 to October 2015

- ✓ Lead a Project to properly identify and classify network assets in a global database ITSM. Network Assets 14K.
- ✓ Excellence in team work. Always improve the synergy of the project team. Succeed in Project tracking and milestones.

- ✓ Highly experience in root cause analysis and documentation for operational purposes after Project completion
- ✓ Assisted the business by escalating issues with vendors at executive level during different projects. 2010-2015
- ✓ Developed a key role with vendors during annual renewals with Cisco and AT&T. After identified and improved processes to track devices, saved **USD2M** in hardware maintenance during year 2011.
- ✓ Member of planning team to create a strategy for the next 5 year's maintenance with Cisco, Juniper, Ciena & F5.
- ✓ Assigned resources according the difficulty for a project Network Device Replacement for Cisco network devices.
    - PM to replace 600 devices on yearly basis (coordination of resources to design, purchase and install devices)
- ✓ Lead a project to design the best practices to keep the network records under standardized format (OAM webtool) around the world with AT&T vendor and the internal database. Benefit, provided frame work for a global strategy in the next 5 years.
- ✓ Perform team assessment for the project and improve their strengths to become more productive.

RNC US. Regional Network Coordinator – PM Infrastructure - December 2010 to January 2014

- ✓ Experience in leading teams globally within cultural diversity and different races. Lead a team of 40 Engineers to support different projects mainly for downstream (IT).
- ✓ **Esso Petrolera Argentina Divestment.** Granted network resources and define the timeline activities to move 300 users to the new owner Axion Energy.
- ✓ Managed projects under PMP methodology for the last 5 projects lead in the last 3 years. Main projects: Network device replacement. VoIP, Wireless installation for non-customers, Network WAN replacement.
- ✓ IT Coordinator for global projects by granting network resources to projects with priority.
- ✓ Secondary role of track lead for other low risk projects.
- ✓ Effective communication simplified and accurately with managers, supervisors and other project managers.
- ✓ Coordinated the network resources to complete the infrastructure part for projects in Americas.
- ✓ Main contact representing network infrastructure facing the Exxon business. PM for voice and data projects in Americas
- ✓ Global point for AT&T circuits delivery.
- ✓ Approver to expedite orders globally. High skills with vendors relationship
- ✓ Highly experienced in Cisco HW shipment delivery around the globe in order to reach project milestones. Developed different process for tracking voice license for Cisco Unified Communication Manager. Cisco adopted with other vendor, too
- ✓ High experience in negotiation with carriers in order to improve Service Level Agreement n US
- ✓ High skills in influence and persuasion within the business, close working relationship and developed new strategies with Cisco, Orange and AT&T
- ✓ Project management a budget tracking and analysis according to the outlook budget (CAPEX/OPEX)
- ✓ Improve the HTOM role High Technical Operations Manager inside the company for RMAs & escalations with the Cisco TAC.

Network Eng. Americas & Europe. December 2007 to December 2010

- ✓ Network Engineer as resource for several projects; globally.
- ✓ **Brazil-Curitiba** technical lead and coordinator of the work force for VoIP development for 3000 users, cost UDS 2.80K.
- ✓ **Buenos Aires-Argentina**: project Leader, Cisco UCM implementation`s infrastructure for 1500 users plus unity. VoIP and data services. Project cost USD 1.8M. Responsible to design BCP, DRP procedures for business continuity.
- ✓ **Vallejo-Mexico** (remote site for 200 people) in a big bang plan. Planner and designer for technical documentation for RFP for MAN vendor's link. Coordinator of workforce activities at datacenter and security cameras design, layout and redundant interconnection.
- ✓ Responsible owner of RFQ for the technical design for cabling and fiber optic.
- ✓ Project management for different VoIP implementations in South America (small sites).
- ✓ Create different documents (best practices) of technical documentations regarding network and VoIP services. LAN & WAN. Technical coordinator for 802.1X technology in Americas of 300 sites. Workforce administrator.
- ✓ Brazil: Project leader of a Support Center network implementation with IPT (Nortel) and Cisco WLC 44XX at Curitba. Capacity of 600 users. Cost evaluation and planner for different sites based on the business unit and the site availability.
- ✓ Technical coordinator to move applications in US to London (third party). All implementations and designs are Cisco based.
- ✓ Leader and planner in cost evaluation for the network projects and Communication Manager for Argentina.
- ✓ Implementor of Cisco (CSS) Content Switch Services technology in different environments in Houston. Loadbalancers. 115XX series.
- ✓ Highly experienced with Cisco devices for core implementation at datacenters. 65XX with 10Gig technology

Verizon Business, former MCI

Team Leader NOC MCI Latin America (Network Engineer 3) - July 2004 – Dec 2007

Customer Assistance Center-Latin America (LCTAC).

- ✓ Daily tasks; coordinating group activities and customer support depends on the issue, customer service and product. Also responsible for escalations in Avantel and Embratel. Customer support for LATAM; Argentina, Brazil (support in Portuguese), Chile, Colombia, Panama, Peru, Puerto Rico, Venezuela.
- ✓ Internet troubleshooting (BGP routing issues), VPN (diagnostics and 1st support line), managed CPE, email content, administrator for DNS services (domain admin, name servers). Troubleshooting Cisco routers. Access through tacacs to Latam Gateways (line 12.000, 7500, 3500 full config access), basic command line on Juniper routers; read only access. Frame relay, 1st line

diagnostic for MPLS.

Position: Team lead-Install Technician 3 - *July 2004 till June 2005*

- ✓ Area: Service Delivery. Wholesale's enterprise customers.
- ✓ Telephony support only for customers in USA whole coasts. Remote install, star up and troubleshooting frame relay lines, automatic ring down; config and support for DMS 100 & 250. MCI tools, F&E application, webgoa, MCI-nettools. Trainer for other employees on site after taking a webcourse for DAL (direct access lines).

DESCA – Transistemas

Tech Support level 2 & 3 up to the product. *December 1994 – July 2004*

Support customers at site and remotely. Cisco and Nortel. Scholar ship at the company during 9 months. Dec. 94. Joined to permanent staff at the company. Designed networks for banks LAN & WAN networks. Frame Relay, PPP, X25. Performed customer support at site and hosting services at Bank Boston – ICBC. Telcos and other banks in Argentina (focus on networking LAN & WAN)

Projects and Forums outside ARGENTINA

- 2019 US Houston - Subject Mater Expert role in workshop. Goal: define plan and risk plan to migrate 240 internal sites to Asure cloud.
- 2019 US Houston – Agile PI Planning Houston – Role: Scrum Master/Release Train role for an ART of 150 people.
- 2018 US Houston Agile PI Planning Houston - Role: Scrum Master for a train. Define features and PBIs for next 5 iterations. Defined main objectives and risks. Break sessions during 3 days.
- 2018 Brazil PM Forum Curitiba – Teams re assembled under AGILE methodology.
- 2014 Project Manager. Developed a workshop in Houston to assemble the project team and develop the ground zero rules. Asset management.
- 2010 Mexico & Brazil. Installation of VoIP infrastructure Cisco UCM **for 2000 users each country.** ExxonMobil
- 1999 Uruguay. Install config start-up and support cryptographic unit PIN generator for Racal Milgo cards ABN AMRO.
- 1998 Uruguay. Designed installed and config the network with datacryptors Zaxus DC2K for Movicom in the head quarter.

TRAINING COURSES IN OTHER COUNTRIES. Brazil, US and UK

-**2018 Us Houston**. PI Planning Agile Release Train. Define the team and train objectives including risks for each objective. 150 people
-2018 Brazil-Curitiba. Project Management Forum April 9-13th. Agile methodologies versus EMCAPS model.
-2014 US Houston, TX. Workshop. Developed the strategy for the next 5 years in the contract type for the new routing platforms.
-**2010.** US **Houston, TX. Workshop.** Training for Regional Network Coordinator. Tasks: managing and leading teams. Negotiation skills with the upstream and downstream business line.
-**2009. US, Houston, TX. Workshop.** VoIP Cisco UCM Training. Design CUCM infrastructure for high end services and remote sites.
-**2008. US, Houston/Dallas, TX**. Training course for ExxonMobil technologies and network components. Project design for upstream implementation Brazil. Introduction to the policies and the network services in the network.
-**2005. US, Ashborn, NC.** Training in product for DNS, TNT, BGP main issues, different MCI products for enterprise customers; tools such as ESM, MCC customer center, info-one, Access Manager. USA Ashburn, Virginia. October. 6 weeks
-**2000. United Kingdom.** Scarborough. Certificate of Proficiency. June-July. 2 months

CERTIFICATIONS

ScrumAlliance.org

Certified Scrum Master. Agile - 2019 Link
Certified Agile Leadership I –2019 - Link
Certified Agile Leadership for Organizations - 2020
Certified Agile Leadership for Teams – 2020
Certified Agile Leadership Essentials - 2020

Prometric

Cisco CCIP. March 2003- CCNA. December 1997 by Sylvan Prometric. IT College - Buenos Aires.
Nortel Networks. NNCSS: Nortel Networks Certified Support Specialist. August 1998
Cisco BSCI 640-901: Building Scalable Cisco Internetworks. December 2002
Cisco MCAST & QoS 640-905: Multicast y Quality of Service. August 2003

STUDIES

- ✓ **MBA University EUDE Madrid – European Business School: Start Feb. 22, 2021 – In Progress**
- ✓ **Pos degree: HHRR within Agile Methodologies Universidad del CEMA. Completed OCT-2020**
  - https://ucema.edu.ar/posgrado/recursos-humanos
- ✓ **Pos degree: Management of Projects in Universidad Tecnologica Nacional. Completed OCT-2019**
  - https://sceu.frba.utn.edu.ar/e-learning/cursos-online/Posgrados/Posgrado-en-Gestion-de-Proyectos/temario.html#iniciotemario
- ✓ **UNIVERSITY Bachelor in IT Systems**. Graduated- March2009. University Catòlica de Salta. Thesis: **Offshore for Network and Hosted Services (500 users)**
- ✓ **SECONDARY SCHOOL**: **Electronic Technician.** E.N.E.T 28 República Francesa.

LANGUAGES

English: First Certificate Exam (**FCE**) degree- Dec. 2001. Certificate Cambridge University. Mar. 1997 to Dec. 2001. Level: **Native**.
Portuguese: Oral and written 5th level. Institute Verde & Amarelo. Jan. 2001 to Dec. 2002.Level: **Native**