

PROFESSIONAL RESUME

Name – Last name: Emiliano Gramajo
Linkedin profile: www.linkedin.com/in/elgramiemi
e-mail/Skype: emi_gramajo@outlook.com

Role: **Senior Project Manager**

SUMMARY

An experienced PM, with more than 12 years of experience in Project management and Team Leadership. He managed to successful deliver a variety of projects for different clients.

He has a dynamic nature and he is receptive to new projects and ideas. He is always focused on team motivation, agile management, organization, and continuous improvement. He has solid knowledge in many methodologies and frameworks.

His experience, adaptability and Business value focus made him an important player. He aims to be one step ahead to anticipate possible risks and issues, especially in complex projects.

His experience as a Leader makes him always get involved with people's needs, making them part of a project's success, and keeping them engaged/aligned with customer goals. He has experience in preparing and giving training such as testing/software development methodology, Agile, project management, Ms-Office, database, and organization principles

DOMAIN EXPERIENCE

Services/Digital Industry

Currently Working as Agile Project Manager in service/digital industry. Projects are focused on mobile technology, payment and insurance, Web, and social media solutions for different Companies.

Telecommunication

Working as Senior Project Manager in Telecommunication industry. Projects are focused on interactive voice response (IVR), web and REST technologies.

Outsourcing

Working as Service /Project Manager in the outsourcing industry - Management of a whole software/Development factory service.

Toll and collection

Working as Team Leader /Manager in toll and collection industry. The company is dedicated to implement systems that connect toll application and users (Payment, CRM, invoice)

Financial/Banking

Working as Senior Project Manager/Business Analyst for financial / core banking projects – Projects involved all kind of core applications such as: Mercantile Exchange System administration, Batch Process Automation, Customer Scoring Engine, Customer retention, Financial /Customer Transactions (Credit card, loans and mortgage products).

CORE TECHNICAL SKILLS

Tools:

- Project Management Tools: Microsoft Project, JIRA, TFS, Liquid planner, HP-PPM;
- Defects Tracking Tools: JIRA, HP-Quality Center;
- Reporting and communication: JIRA, Confluence, Microsoft Office; Skype
- Tools: Oracle, SQL Queries, SQL Server

Techniques & Methods:

- Software Development Methodologies: Agile -Scrum, Waterfall, CMMI;
- Project Management Frameworks: PMP, ITIL, PRINCE2.

EDUCATION AND TRAINING

Qualifications:

Bachelor's Degree in Information Technology

Trainings and Certifications:

PMP (On-going)
Professional adviser for Global Investment (Stock Market Trading)- **get it**
Soft Skill (Negotiation, People Management)
Project Manager Professional Training
ISTQB certification
Java, Database
Leadership

Languages:

Spanish: Native
English: advanced

EXPERIENCE DETAILS

SENIOR AGILE PROJECT MANAGER AT ENDAVA (FEB 2019 – AT PRESENT)

Endava is a public technology company, with over 18 years of experience of working with some of the world's leading Finance, Insurance, Telecommunications, Media, Technology, and Retail companies. Through the Digital Evolution, Agile Transformation and Automation solutions, Endava helps its clients be more engaging, responsive and efficient by supporting them from ideation to production.

Endava has 5,389 employees located in offices in North America and Western Europe and delivery centers in Romania, Moldova, Bulgaria, Serbia, Macedonia, Argentina, Uruguay, Venezuela, and Colombia.

Key responsibilities:

Eagle view Account/ Ookla/ Xelerator Program :

- Scrum Master and Project manager working with mobile technologies.
- Project tracking to complete them on-time, within budget, and within client expectations
- Scope Management & Change Control – Look to adopt, tailor, improve and perfect the Agile processes required for the team to deliver.
- Risk and Issue Management
- Team Management – managing teams of multi-skill people for delivery.
- Communication and Reporting Management
- Project initiation and strategy. Team building, ramp-up
- Close project activities and knowledge transfer management.
- Leading of Prince2 Agile, Project management community and active member of Scrum community at Endava Buenos Aires.
- Career Coach: Helping people to achieve his career goals by developing the best version of themselves.
- Agile coach.

SENIOR PROJECT MANAGER INVOLVED IN CONTINUOUS QUALITY IMPROVEMENT AND DELIVERING THE REQUIRED FEATURES AT AVAYA (FEB 2016 – FEB 2019)

The company is a global leader contact center solution. Avaya has over 111,000 customers with installations in over 197,000 customer locations worldwide.

Avaya aims to play an important role in digital transformation by implementing new solutions based on web and cloud technology and by migrating the old Voice Interactive Response Legacies applications to the cloud.

Project's Teams are divided in two: Custom project/team; This team is associated with maintenance solutions and new features for the existing application. In this case PMP/waterfall methodology is used (mostly). **Package project /team:** This team is involved with the development of new solutions and with the integration of different/common applications to develop new packages that could be offered to the customer as one solution. In this case Scrum is used as a framework(mostly). In both cases, project needs could be cover by Avaya 's team or by an external vendor/provider.

Avaya´s Teams are allocated remotely and in different time zones (US, UK, Russia and India), with people involved on client side, meeting and communication happens virtually most of the time.

Key responsibilities:

- Project tracking to complete them on-time, within budget, and within client expectations.
- Scope Management & Change Control – Look to adopt, tailor, improve and perfect the Agile/Waterfall processes required for the team to deliver
- Risk and Issue Management
- Dependency Management
- Team Management – managing teams of multi-skill people for delivery.
- Communication and Reporting Management
- Go-Live/Deployment Management
- Quality, Security and Continuous improvement assessment.

SENIOR CUSTOMER SERVICE/PROJECT MANAGER IN A DEVELOPMENT /TESTING FACTORY FOR TELECOMMUNICATION INDUSTRY-NEORIS (JUN 2012 - FEB 2016)

Neoris is an outsourcing company that adapt their process to the customer process offering a pool of human resources (specialist) and service level agreement for each part of the engagement.

The scope of the service is to handle the whole development /Testing service for one Customer but many different areas. I 've been hired by Neoris (outsourcing firm) to work with this core client. A pool of hours/resources have been sold to the customer, therefore, a group of a requirement, projects, applications regarding land-line, mobile, web, Datawarehouse, financial and desktop applications are assigned to our team. Different methodologies, frameworks and tools were used depending on customer /area needs

Key responsibilities:

- Planning, Monitoring and Control Management – Shape and improve processes for speeding up delivery.
- Serve as primary customer interface. Communication with Leaders, Customer's Managers, Account Managers, Directors, users and Stakeholders in general.
- Support in KPI reporting process by maintaining an up to date overview of all relevant operational and financial data
- Ensure that any constraints which could affect the delivery of projects in the portfolio are effectively escalated and addressed
- Project execution daily lead: Resource allocation, scope and integration management. Review revenue/budget/billing ($1.3 Monthly Revenue)
- Service Performance (Metrics y KPI), Feedback, Team Objectives. Gap Analysis. Assessment. SLA Management
- Engage IT Leaders and Key Decision Makers discussions related to availability, agility, business value, security management and the value of services and process in an enterprise environment is required.
- Communication and Reporting Management
- Go-Live/Deployment Management
- Working with Agile Framework (Scrum), ITIL (Mainly) and Waterfall.

PROJECT /TEAM LEADER IN A PROJECT FOR TOLL AND COLLECTION INDUSTRY-KAPSCH (APR 2009 – APR 2011)

Client (Government) implements new systems for toll and collection management from user/customer management to invoice and collection.

Key responsibilities:

- Scope Management & Change Control – Look to adopt, tailor, improve and perfect the Agile processes required for the team to deliver
- Risk and Issue Management
- Team Management – managing teams of multi-skill people for delivery.
- Communication and Reporting Management
- Go-Live/Deployment Management
- working with Agile methodology (SCRUM) and CMMI.

PROJECT MANAGER IN A TEAM DEVELOPING WEB PLATFORM FOR CUSTOMER RELATION ,CUSTOMER SCORING AND PRODUCT MANAGEMENT- OTHER EXPERIENCE(APR 2003 - APR 2009)

Platform built from scratch called “Dueños Express” managed all customer path/journey including: product acquisition, customer retention, scoring assessment to get new products, product management (Credit card, loans, mortgage), debts, home banking.

Key responsibilities:

- Business and functional analysis & requirements
- Planning, Monitoring and Control Management.
- Scope Management & Change Control
- Risk and Issue Management
- Dependency Management
- Team Management – managing teams of multi-skill people for delivery.
- Communication and Reporting Management
- Go-Live/Deployment Management