

Federico Guillermo Muro

IT Manager / Scrum Master

IT Manager with proven experience in building and managing high-performing teams. My main strength is to organize the team work, helping them to accomplish their objectives and priorities. As a Scrum Master my personal goal is to eliminate impediments which could jeopardize our objective as a team while we add value to our clients.

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Ciudad de Buenos Aires

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SKILLS

- Agile Methodologies
- Project Planning
- Management
- Team building
- Team leadership
- Release Management
- Training
- IT Infrastructure
- Cloud
- Mentoring
- Reporting
- Power BI
- MS Office

LANGUAGES

Spanish
Native

English
Advanced

WORK EXPERIENCE

Release and Cost Associate Manager / Scrum Master

Accenture Argentina
08/2018 – Present
Tasks:
- Ensure that the monthly actual match with expected hosting forecasts
- Define processes to ensure different Infrastructure teams are following standards
- Run reports for leadership
- Define enhancements and identify improvement opportunities
- Teach Application teams on the best practices for using their Cloud Infrastructure to optimize costs and usage
- Ensure all teams follow Agile Scrum best practices for Infrastructure related projects
- Scrum master for Infrastructure teams
- Advise Infrastructure related teams with best practices for Project Management.

Cloud Migration Project Manager

Accenture Argentina
08/2015 – 08/2018
Tasks:
- Oversee and supervise BA local team
- Coordinate work among planned migrations
- Deliver executive reports on project progress to leadership
- Make sure the project meet the proposed goals
- Report all the costs and the difference between cloud and on promise data centers
- Plan future data center migrations, defining groups in waves considering dependencies
- Provide leadership integrated reports with executive summaries
- Validate migrations estimated models
- Plan optimization opportunities for servers already running in the cloud
- Document progress and lessons learned.
- Discuss with application teams to get their sign offs when migrations are completed
- Conduct and lead CABs meetings

Cloud Migration Lead

Accenture Argentina
03/2015 – 09/2015
Tasks:
- Contact, meet and coordinate application teams to understand their infrastructure and architecture to schedule a migration with minimal impact and downtime, setting up right expectations.
- Perform technical tests to make sure servers are ready to be migrated.
- Perform post migration configurations once servers are migrated, from the server itself and from Cloud providers console.
- Create new architecture diagrams for customers.
- Keep teams informed on the status.
- Identify and communicate any cross-area issues to the leadership
- Attend key meetings on the migration status
- Coordinate upcoming strategies with migration team.
- Coordinate migration engineering team to have them completed on time.

Environment Management Team Lead for SAP at Accenture

Accenture Argentina
11/2010 – 03/2015
Tasks:
- Assign projects to local team members
- Monitoring of local team members projects

- Coaching team members
- Planning and coordinating SAP technology infrastructure changes such as server rebuilds
- System builds
- Client refreshes
- Environment preparation
- SAP Architecture diagrams
- Windows Upgrades
- Systems virtualization
- Cloud Migrations
- Coordinate issue resolutions
- Coordinate daily and weekend integration activities between core systems
- Identify and communicate any cross-area issues to the leadership
- Escalate issues and risks to various application/functional teams for further incident resolution
- Configuration planning and management on core systems

Technical Analyst Trainer CTT for Nokia Latin America

Atento Argentina

10/2008 – 11/2010

Tasks:

- Technical initial and weekly training about general technology, mobile technology, Nokia products and services for the entire staff of advisors and supervisors. Training content planning according to the customers' needs regarding the level of each group and monthly assessment of the contents given. Document development, diverse content, training materials and support about Nokia products, processes, services and technology as well as translation and interpretation of material supplied by the customer. Conduct weekly and monthly reports regarding the support where it includes a detailed analysis of each of the factors influencing the growth or decrease in activity and future trends on progress in relation to the support agents provided by the campaign.

Technical Support Analyst / Product expert support in CTT for Nokia Latin America

Atento Argentina

10/2007 – 11/2008

Tasks:

- Responsible for managing the group's work CST (Competence Support Team), providing initial training, weekly coaching and monitoring their activities and assigned cases and Product Support Expert. Planning tasks to be performed by the staff and agents. Management tools related to web services, billing and support situations related to Nokia. Query resolution and highly complex cases related to mobile technology, Nokia products and services.

Technical Analyst Create Content CTT for Nokia Latin America

Atento Argentina

10/2005 – 11/2006

Tasks:

- Creation of training material and support material used by the agents. Translation and editing of training material sent by the client for future training of the agents.

Customer Technical Support for Nokia Latin America

Atento Argentina

11/2003 – 10/2005

Tasks:

- Consumer Customer Support for Nokia Latin-American for mobile devices and services, by phone and by email.

EDUCATION

Licenciatura en Tecnología de la Información

Universidad de Palermo

(2019 – 2021)

Analista de Sistemas

Fundación de Altos Estudios en Ciencias Comerciales

(2013 – 2017)

CERTIFICATES

ITIL- 3.0 Foundation
Pearson VUE – IT College
(2017)

Certified Scrum Master
Scrum Alliance
(2019)

Professional Scrum Master
Scrum.org
(Nov - 2019)