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EXPERIENCE

August 2018 / Today – Senior Project Manager – Experian

Project Manager for Experian software development and deploys - LatAm

- Project developer's coordination and contract phasing management.
- End to end management (Pre-sales support to project closure)
- Gantt project planning documentation, follow-up and early risk management.
- Salesforce projects costs and progress reporting to regional directors.
- Project team management based on customer and solution requirements (hybrid/agile/cascade)

August 2016 / July 2018 – Senior Project Manager – IBM

Customer: Galicia bank. Testing and automatization PM for Calypso deploy on-site.

- People and project manager with 8 direct reports.
- Responsible for integration testing and implementation of Calypso release packages deploys team. Manual and automatized test cases regressions.
- Gantt project planning documentation, follow-up and early risk management.
- Reporting and documentation procedure design and implementation.
- Inter-company teams and technologies engagement (SAP, production financial channels and applications).
- Coordination of interactions between Galicia systems engineers - solution architects – functional analysts, Calypso developers and IBM homologation team.

August 2015 / August 2016 – Senior Project Manager – AVAYA

Project management for Avaya products and services contracts (Avaya Professional Services)

- End to end responsible from customer engagement to project closure and billing.
- Project sourcing and coordination (hardware, systems and software engineers, deliverables) with own budget and margin.
- Gantt project planning documentation, follow-up and early risk management.
- Identify and engage Avaya teams/contractors to deploy Avaya services based customer's requirement.
- Manage expectations and coordination of intercultural teams. Coordinating interactions between customers, systems engineering, field process engineering, field service engineering, manufacturing, logistics and 3rd party vendors.

September 2012 / January 2014 – Project Manager – Ericsson

Responsible for Claro telecommunications contract in Argentina. Maintenance of cell networks for Buenos Aires region.

- Management of commercial and delivery support end to end.
- Financial and contractual responsible with own budget.
- Cost and forecast analysis follow up and reporting to upper management.
- Follow-up and adjustment of local and global objectives and alignments.
- Project management and responsible of 3 back office and 15 on-field techs.

January 2012 / September 2012 – Delivery Manager – Symantec

Delivery Manager - NetBackup.
Responsible for Netbackup (NBU) customer technical support in Buenos Aires site.

- Organization and responsible for NBU delivery management support Americas region
- Review and follow up on daily product support operation
- People management, 10 dependents consisting on support engineers and backline developers
  - Performance Appraisal | Compensations | Development
- Local and global objectives follow up with intercultural teams.

2010 / January 2012 – GPS CRM Operations Responsible – IBM

CRM LA Operations Responsible – Delivery Manager
As Business Process Delivery Leader for CRM I was responsible of several outsourced operations in a complete end to end cycle.

- People management (over 60 dependents)
  - Compensations and resource development
- New project transitions and implementations
- Projects and Operations Finance and Administration
  - Baselines, forecast, cost case, billing, procurement, vendor management
- Project and operations management
  - SLA | SLO | KPI reporting and analysis
  - Productivity, efficiency, utilization
  - Contracts, intra and intercompany Agreements
- Internal and external audits
  - SOX norm | COSO SAS 70 | Corporate audits

FORMAL EDUCATION

- Computer Engineering – UBA (60%)
- Advertising and Art Direction - AAAP
- St. Catherine's Moorlands Bilingual High School

TRAININGS, TOOLS AND METHODOLOGIES

- **Java standard programing** – Educación IT
- **Introduction to databases and SQL** – Educación IT
- **Android programming / Apps development for mobile devices** - Educación IT
- **Google Adwords & Analytics** - Educación IT
- **Six Sigma Yellow Belt** – IBM
- **Scrum Gran Master –** Curso UTN
- **English bilingual**
- **Tools (MS Project – Trello – Redmine – ALM – Jira – Salesforce)**