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Summary

- Seasoned professional with track record in People Development, Digital Transformation and Project Portfolio Management in Banking, Financial Services, Insurance, Beverage, Chemical, Automotive, Legal and Pharma industries.
- Executive presence, attitude and growth mindset to lead business digital transformations.
- Certified SAFe® 5 Lean Portfolio Manager
- Certified Project Manager PMP® PMI®
- Certified Agile Scrum Master
- Living on a continuous journey of collaboration, transparency, inspection and adaptation.
- Easiness to work on global teams and multicultural environments.
- English, Spanish and Portuguese fluent speaker, including public presentations.
- Ability to bridge through technical and business areas.
- Customer-oriented and results-driven.
- Hands on knowledge and experience in Organizational Leadership, Mentoring, Teaching and Training.

Interests: Internet of Things; Artificial Intelligence; Blockchain (DLTs); Business Agility; People Development; Leadership; Digital Transformation; Executive Management; Product Management; Project Portfolio Management.

Experience

Senior Manager

CI&T

Jan 2020 - Present (2 years +)

Roles: People Manager, Senior Manager and Mentor

Responsibilities: Value Stream Management, Cross Functional Team Leadership, People Development, Connect Strategy and Execution thru SAFe Lean Portfolio Management, Executive Relationship, Financial Analysis, Mentoring Agile and Lean practices thru Lean Digital Transformation and Business Agility

Projects / Customers: Bradesco

Achievements:

Managed BRL 7MM TCV

Managed People: about 12 direct and 10 indirect people from senior to management levels

Increased Transparency

Hybrid Management of 10 Value Stream and 40+ Squads

LPM process implemented

Senior Project Program Manager

Thomson Reuters

Apr 2018 - Dec 2019 (1 year 9 months)

Roles: People Manager, Software Factory Senior Manager and Portfolio Lead

Responsibilities: Direct Management of Functional Managers, Project Managers, Project Coordinators and Scrum Masters through cross functional projects and operation, assuring alignment with strategic objectives, business, sales and support. Implementation of consistent Project Management and Agile methodologies and terminology.

Financial Analysis of CAPEX and OPEX, guidance, internal and external alignments, engagement, third party management, risk management, organizational culture and pipeline.

People development, training, capacity, communication.

Product: Legal One

Achievements:

Managed USD 7MM CAPEX / OPEX Yearly

Managed People: 25 direct (management and leadership levels) and about 150 indirect (all software factory company levels plus vendor management)

Brand new trustworthiness in front of Business

Reduction from 10 months to 21 days for Roadmap New Features

Reduction and Stabilization of Production Bugs

Overtime Reduction

Cloud Migration (Data and Apps)

Senior Project Manager

Keyrus

May 2017 - Mar 2018 (11 months)

o Activities: Project Management; People Management; Vendor Management.

o Projects / Customers: Honda, Libbs, Amanco and ABInbev,

o Technologies: MS Project, AWS, Azure, Internet of Things, Tableau, Power BI, Big Data, Qlikview, QlikSense, Hadoop

Project Manager and Senior Business & Functional Consultant

GFT Group

Jul 2013 - May 2017 (3 years 11 months)

o Role: Project Manager and Scrum Product Owner – January 2017 – May 2017

o Role: Project Manager and Senior Consultant - December 2014 - May 2017

o Role: Project Lead and Senior Business Functional Consultant - July 2013 - May 2017

o Activities: Product Management; Project Management; People Management; Mentoring, Training and Coaching; Consulting on banking and financial services projects; Functional and Business Analysis.

o Projects / Customers: Itau Latin America, Deutsche Bank

o Technologies: MS Project, SWIFT, ISO20022, Mobile

Professor

Universidade Paulista

Aug 2010 - Dec 2015 (5 years 5 months)

Lecturer

Courses: Computer Science / Information Systems; Financial Management.

Lattes CV (CNPQ): <http://lattes.cnpq.br/9113214737841836>

Project Lead and Scrum Product Owner

CI&T

Jul 2012 - Jun 2013 (1 year)

- o Activities: Project Leadership; Consulting on banking and financial services projects; Product Ownership.
- o Project / Customer: Cielo - Payment Card Industry (Acquirer)
- o Technologies: MS Project, Java, Mobile



Senior Customer Support Analyst

Thomson Reuters Argentina

Feb 2011 - Feb 2012 (1 year 1 month)

International Experience (Buenos Aires / Argentina)

- o Activities: International Experience (Buenos Aires / Argentina): Customer support (network infrastructure, connectivity, trading software applications).
- o Products: Thomson Reuters Eikon and other former trading software desktop applications.



Solution Architect

IBM

Oct 2007 - Dec 2010 (3 years 3 months)

- o Role: Solution Architect - September 2009 - December 2010
- o Role: IT Specialist - October 2007 - August 2009
- o Activities: Technical specialist and project manager in business process outsourcing projects (banking and insurance); Coding, Support, Tests and Maintenance.
- o Projects / Customers: Sulamérica Vida e Previdência, IBM USA Internal (WLPricer)
- o Technologies: MS Project, BizAgi, VB.NET, Excel VBA, DB2.



Business Manager

Banco Santander

Feb 2006 - Sep 2007 (1 year 8 months)

- o Activities: Analysis, development and implementation of sales strategies to prospect new accounts. Client relationship and face-to-face visits to sell banking services and products for the Individuals Segment.



Operations Manager

Bank of Boston

Mar 1997 - Aug 2005 (8 years 6 months)

- o Activities: Responsible for Service Management, Risk Management, Operational Cost Management, Fraud Prevention, Methods and Process Management, People Management and overall daily activities related to retail banking branch management.



Bank Teller

ABN AMRO Bank N.V.

Aug 1991 - Jul 1996 (5 years)

- General activities related to customer service and branch back-office.

Education



Extecamp Unicamp

Internet of Things - IoT Project Development Methodology

Aug 2021 - Oct 2021

The IoT-OSRM (Open Source Reference Model) is designed following the Three Phases Methodology (3PM), of project development for Internet of Things (IoT), as published at IEEE Communications Magazine in 2019.



UNIBTA - Centro Universitário

Postgraduate Degree, Computer Software Engineering

Oct 2008 - Feb 2010

3.7 GPA - Article: Use of Reusable Metrics as Evidence of the Benefits in Software Development Components Based



UNIBTA - Centro Universitário

Undergraduate Degree, Computer Systems Networking and Telecommunications

Jan 2006 - Jun 2008

3.8 GPA - Final Report: IPv4 to IPv6 Migration in a Local Area Network to Connect Two Remote Sites



University of Maryland

Online Course, Developing Innovative Ideas for New Companies - Entrepreneurship, Business & Management

2013 - 2013

<https://www.coursera.org/> - MOOC - Massive Open Online Course



Trailhead by Salesforce

Salesforce - Banking and Financial Services

2020 - Present

<https://trailblazer.me/id/abalaguer>

Licenses & Certifications



Inteligência Emocional - Escola Conquer



PMP - Project Management Professional - Project Management Institute

Issued Aug 2015 - Expires Aug 2024

1845058



IT Service Management Foundation based on ITIL® V2 - EXIN



ASM - Agile Scrum Master - EXIN



Certified Integrator in Agile Service Projects (CI-ASP) - EXIN



SFPC - Scrum Foundation Professional Certificate - CertiProf

21565718899877



KIKF - Kanban Foundation - Kanban Institute

Issued Sep 2020 - Expires Sep 2022

45614001



Scrum Master Professional Certificate - SMPC® - CertiProf

56845527



Certified SAFe® 5 Lean Portfolio Manager - Scaled Agile, Inc.

Issued Apr 2021 - Expires Apr 2022

79265241-3742



Product Analytics Certification (PAC) - Product School

cert_jlr0qzcd



Executive Leadership - LinkedIn



Managing Experienced Managers - LinkedIn



Lean Foundations - LinkedIn



EFSET English Certificate 77/100 (C2 Proficient) - EF Standard English Test (EF SET)



Fundamentos Na Lei Geral De Proteção De Dados - LGPDF™ - CertiProf

Issued Oct 2021 - Expires Oct 2023

70704220



Kanban Essentials Professional Certificate (KEPC) - CertiProf

71123088

Skills

Management • Agile Methodologies • Executive Management • Project Portfolio Management • People Development • Cross-functional Team Leadership • Business Agility • Digital Business Transformation