

MARIO GUZMÁN MESÉN

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PROFILE

Technical Scrum Master/Product Owner and development manager with a lot of passion for Lean and Agile processes and looking for a balance between accomplish the goals of the organization and keeping people motivated and happy.

With more than 10 years of experience in the IT/Development area, I want to join an organization and take on an IT-related position, where I will be able to leverage:

- Being part of the coordination and leadership of the Product Development Life Cycle,
- Lead a team into an agile framework as Advance Scrum Master A-CSM (from Scrum Alliance) and CSPO (from Scrum Alliance),
- Lead a team through the project management process using CAPM (from PMI) knowledge,
- Lead meetings with stakeholders in order to get requirements and document them in order to provide real value to the clients,
- Lead a team into the tracking of the performance using different KPIs and coaching,
- Lead team members to develop their technical and soft skills through “1 on 1” meetings and developing features into the product that help them to be better in all possible areas.

to contribute to the organization’s success and goal-furthering by actively supporting middle and upper management.

CORE COMPETENCIES

- Strong communication skills.
- Coaching.
- Conflict resolution.
- Team building.
- Motivating others.
- Teamwork.
- Development
- Agile Project Management

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TECHNICAL SUMMARY

Agile Frameworks	Programming Languages, Web Development and Tools
Scrum	C#
Kanban	ASP.Net
Management 3.0	WCF
Kanban and Scrum together. working	SharePoint 2010
SAFe	JavaScript
LeSS	jQuery Ajax
Databases and Tools	Json
Azure	Silverlight 5
SQL Server	MVC
Jira / Jira Align Version One	
Version Controllers Azure SVN	

LANGUAGES

- Spanish – native
- English – advanced (speaking, reading, and writing)

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- Portuguese –intermediate

PROFESSIONAL EXPERIENCE

2023 – Current – Imic Solutions – BZPAY SOLUTIONS

Software Development Manager / CTO

- People Management
 - Implementation of Agile Frameworks for all IT/Development areas.
 - Creation of teams and structure for all the IT/Development areas.
 - 1:1 and follow up on performance and metrics for all team members.
 - Creation of new leadership areas and members to help with all the administration of work and people.
 - Coordination with HR in procedures like:
 - Salary rises.
 - “Performance improvement plan” processes.
 - Learning plans.
 - Career paths.
- Technical Depth
 - Coordination with Infrastructure area and CISO to implement all entities, services and security to comply with PCI level 1.
 - Solution hosted and administrated using Microsoft Azure.
 - This year we got the PCI level 1 certification for all our systems and Azure infrastructure.
 - We have 1 Front Door service that works as a WAF with all the initial security rules for all http/https requests.
 - We have and maintain 6 Application Service (Azure App Services) to host all the applications.
 - 1 App Service works as a gateway for the other App Services. This one brings security with JWT and works as router for any other service we may need to send inside.
 - 1 App Service works as principal with all the business rules and logic, database connections and different Azure Vault services.
 - 2 App Services work to connect to our main provider in Mexico.
 - 2 App Services work to connect to American Express services.
 - We have different Azure Vault services depending on the secrets classification, like passwords, database connections strings, users, email accounts, SSL certifications and others.
 - 1 Database Azure SQL Server PaaS for all our databases.

- We also have 4 development App Service to emulate our production environment, and we also use different slots from every App Service to create teams' individual environments.
 - We use Cloudwise tool to scan and maintain our environment secure and updated.

- Operations management
 - Creation of rules and procedures for all development life cycles. We now have:
 - A deploying cadence validated by PCI level 1.
 - Wikis and documentation for support and knowledge transfer.
 - Classification for bugs severity (1, 2 and 3).
 - Procedures for deployments.
 - Creation and maintenance of pipelines.
 - Coordination with providers and third-party for support 24/7.

- Enterprise software delivery
 - Creation of all cadence and department iterations for planning, checking and delivery.
 - Creation of rules and procedures for all administrative software development.
 - Creation of features
 - Creation of stories.
 - Creation of different meetings for requirement gathering and explanation of the work to the teams.
 - Creation of meetings to demonstrate the progress and functionality of new features to the organization so we can gather new feedback, more requirements and business can know what new features are coming to the products.
 - Creation of procedures for development, conventions, rules and manual and automatic Pull Requests to keep code quality.
 - Coordination with Product Owners regarding new requirements or features and organizing them in priorities considering
 - Business continuity
 - Legal regulations such as PCI level 1.
 - Product improvements based on client needs.
 - New products or features
 - Technical debt

- Experience in system design or architecture
 - Creation of a totally new architecture for all the backend applications. All our systems use clean code architecture:
 - Front layer: web API where all endpoints are allocated. Here you can find:
 - JWT as our access token handling

- Routes definition for all endpoints.
- Domain/Application: business logic layer with all the necessary entities to build the answers the service needs to produce. This one also handles all the management of cache either using Redis or singleton.
- Repository/Router: this one redirects the request either to a database or to a third-party service.
- Infrastructure: this one handle all the connections to other services like our own backend.
- Database context: this one handles the connections to the different databases we must store all transactions, clients, providers and rules.
- Shared: handles models, enums or any other entity or class needed for other layers.
- Today we have different applications with the same architecture pattern:
 - Gateway (.Net Core 8): this one has the possibility to be accessed from the Front Door.
 - Backend (.Net Core 8): this one is inside a private VLAN which make inaccessible from outside the environment. Backend is also divided into:
 - Transactions: all flow related to transactions (all in one to avoid latency).
 - Merchants: everything related to merchants.
 - Providers: everything related to providers and banks.
 - Users: all related to users.
 - Translator (NodeJS 22): this one is also secured in a private VLAN and receives all request from Backend, translate it to a ISO 8583 message and it to our providers.
- Projects and plannings
 - Creation of features
 - Prioritization
 - Coordination and creation of meetings for requirement gathering and planning with teams.
 - Following up initiatives with COO (Chief Operations Officer) and CEO.
 - Creation and coordination of the products Roadmap.

2019 – 2023 - Gorilla Logic

Lead Scrum Master

- Supporting teams, Agile Managers, and Product Owners in setting priorities for Sprint Backlogs
- Assisting teams with quarterly planning, including prioritization and velocity estimation.
- Coordinating the DevOps team for Maxar, working with technologies such as Java, Python, Ruby, Jenkins, Cloud Foundry, Kubernetes, and Terraform.
- Collaborating with Product Owners and management to define priorities and plan upcoming Sprints.
- Facilitating coordination with other teams to remove blockers and fulfill commitments.
- Creating reports to track progress on Features, Stories, and team deliveries each Sprint for management review.

- Active member of Gorilla Labs Ideas, an internal initiative that empowers individuals to launch new projects and improve organizational processes or develop new products.

2014 – 2019 Fiserv Costa Rica Scrum Master

- Coordination with management to synchronize team deliveries.
- Oversight of two teams for the client Sagent in the development of a new product using .NET MVC, .NET Core, and Scrum.
- Creation of various reports to showcase team delivery and progress.
- Team coaching aligned with the Scrum Framework to ensure consistent value delivery to clients each Sprint.

BSA

- Write Stories and the AC to the team, so they were able to complete the work and deliver value to the teams.
- Provide support to the teams during all the Stories development.
- Provide support to a big list of internal clients with all their tickets and ensure the right solution for every ticket.
- Draw requirements of stories/defects from the backlog (active communication with Product Owner)
- Analyze all requirements, create documentation, and Acceptance Criteria for User Stories

- Organize documents according to releases
- Support and coordinate the team with all agile practices
- Support with the Windows maintenance release
- Gather and consolidate information from different sources as required by the development team to complete user stories or defects
- Double-check Test Cases for QA process

Senior .Net Software Engineer

- Provide support to a corporate platform used for financial services
- Worked with several User Stories related to the Product and classified tickets from different clients.

2013- 2014 - Prodigious

Senior Software Developer

- Maintenance of several sites related to Millercoors
- Created responsive pages for Desktop and Mobile
- Handled changes in HTML and JavaScript/ jQuery and .Net
- Handled changes in sites made in regular HTML, Web forms, and MVC4
- Maintained database
- Liaised directly with customers
- Handled requirements and tickets directly assigned to me

2012 – 2013 - Equifax Costa Rica S.A.

Application Developer

- Analyzed and developed applications related to Web Services connections and bank requirements
- Analyzed and developed SharePoint applications using custom Webparts, custom list, SharePoint webparts and SharePoint libraries (SharePoint 2010)
- Analyzed and developed Windows applications related to Siebel OnDemand
- Developed using Infragistics controls, Ajax toolkit controls, JavaScript, jQuery, ASP. Net, VB .Net, C#, Silverlight 5 and SQL Server 2008

2010 – 2012 - Unlimited Teaching S.A

Development supervisor.

- I had to gather all requirements and prioritize them from the clients to deliver value to them.
- Developed and maintained a Transaction System in ASP. Net with VS 2010 & Framework 3.5/ 4.0
- Maintained database of the Transaction System in SQL Server 2008
- Provided in-house support in case of downtimes or system failures
- Provided in-house support with hardware
- Coordinated with upper management to upgrade the company's Web system

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- In charge of the API and integrations with another third-party API
- Administrated all servers with Windows Server 2008
- Handled all documentation for a SSL certificate installation
- Built a Silverlight application to support the company's back-office
- Provided Customer Service to important clients

ACADEMIC BACKGROUND

Universidad Hispanoamericana:

- Lic Computer Science Engineering

Scrum Alliance

- Advanced Certified Scrum Master
- Certified Product Owner

PMI

- Certified Associate Project Manager

SAFE

- SAFe PO

LeSS

- Certified LeSS Basics

TEC

- AI Product Management