

# JOSE SUAREZ

SOFTWARE ARCHITECT | AGILE PROJECT MANAGER | SCRUM MASTER

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## CAREER SUMMARY

I am an experienced IT professional and AI enthusiast with a strong background on Software Engineering and Team leader. Over the course of my career, I have held diverse roles, including Software Developer, Head of Web Development, Scrum Master, Software Architect, NOC Engineer, mentor and trainer. My focus has consistently been on delivering high-quality products and services that align with customer satisfaction, business goals, and priorities, while ensuring continuous improvement and meet deadlines

My experience as Agile Project Manager is combined with my role as Scrum Master and Agile Coach, leading cross-functional developer teams to deliver measurable outcomes. Skilled in stakeholder management across all levels—CEOs, executives, and end customers—aligning roadmaps, priorities, and OKRs with business goals. Expert in Scrum, Kanban, and Lean practices, with a track record of improving flow, reducing cycle time, and increasing team engagement.

In the realm of cloud computing, I have hands-on experience with SaaS, PaaS, and IaaS platforms, including AWS services (EC2, S3, Lightsail, Lambda, and Family Transfer) and Microsoft Azure (Azure AD). My ability to design and implement scalable cloud solutions has been instrumental in delivering reliable and efficient systems.

I am a good team player who thrives in mentoring and coaching others. I am highly motivated, proactive, and recognized by managers as reliable, and results driven. Additionally, I have extensive experience as an instructor of Web Technologies and as a panellist at industry conferences and seminars between 1996 and 2013 in Peru and Spain. During this time, I shared my expertise with training academies, higher institutes, and universities, contributing to the development of future professionals in the field.

Core strengths:

- End-to-end delivery, release planning, and risk management
- Coaching teams and leaders; facilitation of Scrum events and workshops
- Data-driven improvement using metrics (velocity, throughput, cycle time)
- Product backlog management, prioritization, and roadmap alignment
- Atlassian toolchain (Jira/Confluence) setup, reporting, and automation

## CERTIFICATIONS

- |   |                    |
|---|--------------------|
| • Atlassian Certified in Jira Software            | Atlassian          |
| • Agile Project Management                        | APMG International |
| • Professional Scrum Master                       | Scrum.org          |
| • Professional Agile Leadership                   | Scrum.org          |
| • CompTIA A+                                      | CompTIA            |
| • Microsoft Power BI - Data Analyst               | Microsoft          |
| • Big Data  | ICDL               |
| • Cloud Computing                                 | ICDL               |
| • Artificial Intelligence                         | ICDL               |
| • IT Specialist – Network Security                | Certiport          |
| • Google Certified Educator                       | Google             |
| • Sun Certified Professional Programmer for Java2 | Sun Microsystems   |

## TECHNICAL SKILLS

- Web Development, Accessibility Web, Responsive Design
- PWA, Hybrid Mobile App
- Full-stack Software Engineering
- Software Architect, Pattern Design, UML, Rational Rose
- SEO, SEM
- Python, Flask
- Java, J2EE, JSP, JDBC, JPA, Struts, Spring, Android
- PHP, Laravel framework
- Visual Basic / NET, ASP
- HTML5, CSS5, Sass, Less, Bootstrap
- MySQL, SQL Server, Oracle, PostgreSQL, MariaDB, PL/SQL
- Apache Tomcat, Weblogic Server, Apache Server, JBoss Server
- UX, UI, CX
- NOC engineering
- JavaScript, jQuery, JSON, AJAX
- AngularJS, Ionic, TypeScript, VueJS, React
- WSDL, XML, RSS
- SOAP Webservices, REST API
- CSV, SVN, Git
- Docker, Kubernetes
- CI / CD pipelines
- Jira Software, Jira ITSM, Confluence, Bitbucket, Bamboo
- Zendesk
- RabbitMQ

- Grafana, Graylog
- VMware vSphere, Bareos, Open Manage Enterprise
- CMS, CRM, ERP
- Cloud Computing, AWS, GCP, Azure
- Machine Learning, OpenCV, AI, Tensorflow
- Automation QA, Selenium WebDriver, JMeter, JUnit, PHPUnit , Karma, Jazmin
- Redis, Memcached
- EazyBI , MS-PowerBI
- Github Copilot

## **SOFT SKILLS**

- Written and Verbal Communications
- Incident Management
- Problem Management
- Service Management
- Change Management
- Time Management
- People management
- Team Building
- Leadership
- Scrum, Kaban and Agile Methodologies
- Agile Project Management
- Agile Coach
- Mentoring and Trainer
- Interpersonal Skills
- Organizational Skills
- Problem Solving
- Creative Thinking
- Requirement Analysis
- Adaptability
- Auto motivated
- Quick Learner
- Adaptability
- Presentation Skills
- Commitment
- Teamwork
- Business Analysis - Requirements, Gathering and Validation
- Business Continuity

## **WORK EXPERIENCE**

**BLUFACE, Dublin, Ireland**

**January 2021 – July 2025**

*Lead Agile transformation for Platform Engineering*

### **Software Architect / Software Developer / NOC Engineer**

- **Blueface, a Comcast Company** is a UCaaS provider offering VoIP white-label solutions for resellers in the US, EU, and Asia.
- **Software Architect**, I do gather and analyse requirements of request from Product Management team and coordinate the solution with multidisciplinary squads through life cycle of the projects, I develop technical designs for the solution that are explained and discussing to squad through meetings once it is approved, then the project is tracked under Scrum / Kanban methods. The squads are conformed by Project Manager, UX designer, Backend Developers, Frontend Developers, DBA, QA Engineers and Business Analysts. I design scalable and maintainable solutions under microservices architecture ensure its integration with the whole components.
- **Software Developer**, I built applications to automate repetitive tasks, those applications are oriented to improve NOC engineer team workflow, also I built internal applications on **Frontend** and **Backend** requested from other departments with **TypeScript, HTML5, CSS Bootstrap, JavaScript** on the frontend and **Python** and **Flask** on the Backend.
- **Atlassian administrator**, on that role I'm in charge of Jira Software, Jira Service Management (ITSM), Confluence and Bitbucket, by these tools we plan projects, track their progress, manage and release changes and manage problems and incidents by design custom workflows, automate repetitive tasks, apply scrum and kanban artifacts and values, also I take the role as coach in Agile mainly focus to improve team communications, collaboration, transparency and performance.
- I'm responsible for the following tasks with **Atlassian Tools**:
  - Designing custom schemes, workflows, and screens for different issue types
  - Setting Jira field validations
  - Creating Jira automations
  - Analysis Data to build custom Jira reports and dashboards (KPIs, OKRs)
  - Integrating with EazyBI and Power BI
  - Integrating with Excel for data analysis by pivot tables and custom dashboards
  - Integrating with Outlook (Create, Update tickets)
  - Designing team-based Confluence spaces and pages for documentation
  - Managing user's permissions
  - Train internal users on Atlassian tools
  - Solved issues with Atlassian tools for internal users
- **NOC Engineer**, I'm mainly focus on triage and prioritize service requests of internal/external customers, solve incidents and problems by meeting SLAs. Proactively I design plans with the team to monitor the platform to forecast potential issues that can affect the platform, I analysis risk and prepare plans to minimize or null risks. I also create KPIs, OKRs dashboards and reports for the IT Director, Operations Manager, and correspond Team Managers.
- I've developed processes and procedures to improve team performance. Key achievements include:
  - Implemented **Jira IT Service Management** from scratch for Platform Engineering and Operations. This involved setting up projects, boards, automations, workflows, reports, and procedures for ticket and project management.
  - Designed and implemented the **Major Incident Management Process**.
  - Coordinate with Release Manager on **Change Management**
  - Lead project planning for various Platform Engineering initiatives.

- Act as a mentor within the company's internal mentoring programme.
- I report to IT Director

### Technologies

- Agile Methodologies (Scrum / Kanban)
- Jira Software / EazyBI, Administration
- Jira Services Management, Administration
- Zendesk Administrator
- Python / Flask
- HTML, Angular, JavaScript, CSS, Bootstrap, Responsive design
- REST API
- PostgreSQL
- Redis
- RabbitMQ
- Monitoring tools: Grafana, Graylog, VMware vSphere, Bareos, OpenManage Enterprise
- Open VPN. LDAP
- Data Classification (SNPI)
- Azure (Microsoft Entra ID)
- Bitbucket/ Github
- Dockers, Kubernetes

### Achievements

- Implemented Agile methodologies from scratch for Engineering Platform teams
- Led the migration from Zendesk to Atlassian tools across Operations and Engineering
- Designed the Incident Management Process
- Managed audit projects across the full platform
- Delivered projects for internal stakeholders
- Led the NOC-side customer migration process
- Generate Reports and Dashboard with KPIs and OKRs metrics for Management team
- Designed and managed internal improvement projects for the Engineering Platform
- Increased performance of team +40% on incidents resolved
- 100% on effectiveness solving P1 incidents by meet SLAs

**SENTIENT**, Dublin, Ireland

May 2019 – January 2021

*Refactored legacy code to MVC architecture and develop a Quotation Manager solution*

### Full Stack Software Developer

- **SENTIENT** is the holding company for two SaaS products: Scorebuddy and Flightbuddy. These platforms serve the call centre/QA and aviation commercial sectors, respectively. The development team comprises seven full-stack developers.
- I responsible on maintain and improve the SaaS products by resolving bugs working on coordination with CS/CX teams and developing features requested by Accounts Manager in constant coordination with stakeholders from customers like Ryanair (Ireland) and Volaris (Mexico).

- I gathered and analysed client requirements, delivering bespoke solutions, document it by Change Requests. I worked under Agile methodologies, Scrum and Kanban by following SDLC principles
- I reported to the Head of Technology.

## Products

- Flightbuddy
  - A SaaS platform that sends real-time notifications to airline passengers regarding flight delays, cancellations, and other disruptions. It processes data from IATA and is integrated with customers' web services. I also maintained and developed additional linked tools such as:
    - EU261 Forms
    - Quotations Manager
- Clients: Ryanair, Lauda, Malta Airlines, Frontier, Volaris
- Scorebuddy
  - A QA and analytics platform for call centres. My work focused on bug fixing for the Customer Service team and UX/UI improvements for analytics and reporting features.

## Key Achievements

- Rebuilt the company website and migrated it to Vue.js
- Refactored legacy PHP scripts to an MVC architecture

## Technologies

### Backend:

- PHP/PHPUnit/Automation Testing
- Laravel Framework
- SOAP Web Services
- MySQL
- Scheduled Tasks
- Artisan / Composer

### Frontend:

- JavaScript / jQuery
- Bootstrap 4
- HTML5 / CSS3
- Twig / Vue.js / Node.js

### CI/CD Tools:

- Bamboo
- Bitbucket

### Automated Testing:

- Selenium WebDriver for QA Automation
- Development of Integration, Unit, and Exploratory Tests

### Version Control:

- Git / SVN

**JUVO DIGITAL AGENCY**, Dublin, Ireland

Feb 2018 – May 2019

*I grew the development team and lead transformation to Agile to develop new projects*

## Team Leader | Full Stack Developer | Scrum Master

- **JUVO** is a digital web design agency. I worked as a **Full Stack Developer** and **Team Leader**, responsible for gathering client requirements and developing bespoke digital solutions focus on UX/UI. I led a team of web designers and developers based both in Ireland and internationally.
- One of my key challenges was rebuilding the company website by migrating from WordPress to the PHP/Laravel framework. This included implementing CI/CD pipelines using Bitbucket, Bamboo, introducing automated QA testing on pre-production environments.
- Another major focus was the adoption of Agile methodologies. I implemented Atlassian tools to manage customer projects, built and prioritised backlogs, led sprint planning, and facilitated all Scrum events.

### Technologies

#### Backend:

- PHP, Laravel, Laracom, Asgard
- PHPUnit
- MySQL

#### Frontend:

- JavaScript, jQuery, AngularJS, NodeJS
- HTML5, CSS3, Bootstrap (Responsive Design)

#### Other:

- REST API design and development (from scratch)
- Cloud Computing: AWS
- WordPress Plugin Development
- Version Control: Git, SourceTree

### Key Achievements

- Rebuilt a bespoke modular CMS using PHP Laravel
- Developed a custom solution for an office supplies platform supporting suppliers, dealers, and customers
- Designed and developed dashboards, reports, and APIs to capture and visualise real-time data from IoT-enabled coffee machines
- Delivered unit, integration, and exploratory tests to ensure software quality
- Improved stakeholder engagement by refining requirements gathering and analysis processes
- Defined system architecture and selected technologies to meet client-specific project requirements
- Expanded and grew the development team
- Led a multidisciplinary team including permanent staff and freelance contractors
- Mentored junior and interim developers

**ALTV**, Dublin, Ireland

May 2016 – Feb 2018

*Delivered successfully an MVP mobile app, that let expand target market and ensure investment*

## Head of Web Development Department

- **ALTV** developed and maintained a SaaS solution for video producers, targeting markets in the Middle East and North Africa. The product was delivered across both web and mobile platforms, with content available in Arabic, French, and English. I lead the team on analysis, planning, development, and delivery new features and POCs and MVPs for the video platform and mobile app. I also led the rebuild and maintenance of the company's website.
- As **Team Lead**, I led multidisciplinary team consisting of Sys Adm, Backend Developers, Frontend Developers, and QA testers. One of my main challenges was implementing Agile methodology from scratch to the team and support the delivery of multiple concurrent projects aligned with business goals.
- I led the team through the design and development of the mobile app, website, CMS and REST-API, following SDLC principles and Agile methodologies. I was in charge as Jira Admin to create epics, use cases, user stories, by removing impediments spread Scrum values and ceremonies.
- Manage Confluence to document the whole project and set collaboration points among the team and managers.
- Manage release by Change management process with team
- Work in collaboration with the team to improve CI/CD pipelines

### Key Responsibilities

- Managed internal and external stakeholder projects
- Oversaw external providers and technical partners
- Designed team roadmaps aligned with business goals
- Led priority and planning meetings with the Product Manager
- Set quarterly objectives for the development department
- Coordinated release schedules with the systems team
- Implemented testing environments using Bitbucket and Bamboo
- Defined acceptance criteria and coordinated manual/automated testing with the QA team
- Collaborated with CEO, CTO, Product Managers, and third parties to define requirements for a new mobile app
- Organised Scrum ceremonies including sprint planning, story point estimation, and retrospectives

### Technologies

#### Frontend:

- AngularJS 1.x (MVC architecture)
- Developed reusable directives (e.g., video thumbnails, carousels, content blocks)
- Node.js / npm / Grunt / Bower
- HTML5, CSS3, SASS, Bootstrap 4
- JSON, REST APIs
- Hybrid mobile app development using Ionic Framework

#### Backend:

- PHP (Laravel)
- MySQL
- Memcache

#### Cloud & Infrastructure:

- AWS (S3 Buckets)
- Ooyala (video encoder)
- Akamai CDN

#### CI/CD and Version Control:

- Git (Bitbucket)



- Bamboo
- SourceTree

**Testing:**

- Unit Testing with Karma/Jasmine
- Selenium WebDriver
- Integration and exploratory testing planning

**ACHIEVEMENTS**

- Rebuilt the company's main website
- Successfully released the first version of the mobile app using Ionic Framework
- Significantly improved web performance by implementing AngularJS lazy loading and optimizing scripts, CSS, and templates
- Improved collaboration between development teams and the business layer
- Delivered comprehensive project documentation
- Strengthened team cohesion and performance

**HMH Houghton Mifflin Harcourt, Dublin, Ireland**

Oct 2014 – May 2016

Rebuilt the SaaS solution with AngularJS

**Senior UI Engineer - contractor**

- I worked on analyzing and develop User Interfaces for a complex SaaS Education Solution for US Schools

**Technologies**

- Frontend: **NodeJS, Grunt, Bower, AngularJS 1.x MVC**, developing User Interfaces by directives and API services, **JQuery, Javascript, Lodash, HTML5, CSS3, LESS, JSON / XML, REST API**
- Testing Software: Unit Test coding **Karma/Jasmine**
- Control Version: GIT, Bitbucket, Bamboo, Source tree
- JIRA Software
- Agile Methodology - Scrum

**ACHIEVEMENTS**

- Built website and dashboard of product from scratch
- Member of the winning team of HMH Hackathon 2015

**Brite:Bill, Dublin, Ireland**

July 2014 – Oct 2016

*Delivered a new version of the Product to a big customer*

**Senior Frontend Developer - contractor**

- Develop UI for Vodafone e-billing project

**Technologies:**

- Vodafone Simplicity Framework,
- **SASS, AngularJS 1.x MVC** fetching data from Vodafone API to display on Bills showing lists of details for Bills, customers and pagination.
- **JSON, REST API**

- Control Version: SVN
- MVC architecture
- Maven, Shell, Apache tomcat
- Methodology Agile
- Report to Project Manager

**Huggity , Dublin, Ireland**

Jun 2013 – Jun 2014

*Delivered a new mobile App Product*

### Senior Full-Stack Web/Mobile Developer

- I was responsible for the **analysis, development, and maintenance** of web multimedia applications for social media tagging. The work involved both desktop (Adobe Flash) and mobile platforms, with a strong focus on interactive UX/UI and custom solutions for clients.
- The primary technologies used included **Adobe Flash CS5, ActionScript 3, PHP (OOP), XML/DTD, and JSON**. I also worked with a variety of modern front-end and mobile tools to enhance performance and user interaction.

### Key Responsibilities & Technologies

- Developed responsive UIs for mobile using HTML5, jQuery, jQuery Mobile, PHP, CSS3, and JavaScript
- Integrated multimedia viewers using **Zoomify HTML5/JS** and **Krpano for AS3/JS**
- Designed and implemented user experience features and client customisations based on functional requirements
- Integrated APIs for Facebook, Twitter, and LinkedIn to support social media tagging features
- Maintained and customised responsive web applications for mobile devices
- Developed Android applications using Android Studio
- Worked with version control using **SVN**
- Used shell commands for environment setup and deployment
- Applied MVC architecture principles throughout the projects
- Reported directly to the CTO

### Tools & Environments:

- IDEs: Eclipse, Flash Developer, NetBeans, Android Studio
- Databases: MySQL, SQLite

### Key Achievements

- Developed a mobile web application for social media tagging using HTML5, CSS3, JavaScript, jQuery, XML, PHP, and MySQL
- Designed a process to configure and maintain the web application using XML and JSON
- Optimised mobile app performance by dynamically generating pages with jQuery, JSON, AJAX, PHP, and MySQL
- Created gamification modules for the mobile platform
- Developed an Android application to upload event photos from camera-connected mobile devices to Amazon S3, used by professional photographers during client events

**Calculo, Madrid, Spain**  
**Analyst and Developer Lead**

Oct 2012 – May 2013

- I developed and maintained solutions for Mapfre Car Insurance built in Java/J2EE platform with Oracle Database

**Content & Solutions, Madrid, Spain**  
2012  
**Full-stack Lead Developer Senior**

Oct 2011 – Aug

- I developed and maintained solutions for AENA Airports Spain built in Java/J2EE/LAMP platform with MySQL Database

**Red Trabajar.com, Madrid, Spain**  
**Analyst Frontend Developer Senior**

Oct 2010 – May 2011

- I developed and maintained a Job Portal with high traffic for different countries Airports built on LAMP platform with MySQL Database

**Drago Vision IT , Madrid, Spain**  
**Analyst Web Developer Senior**

Feb 2008 – Oct 2010

- I developed and maintained Software solutions on Java/J2EE for costumer of different industries:
  - Energy : Indra
  - Government Agency: National Police Department of Spain
  - Telecommunication : Jazztel

**New Horizons, Madrid, Spain**  
**Java Development Trainer**

Oct 2007 – Feb 2008

- I had deliver training of: Java. Struts. JSP, Oracle

**CEI , Madrid, Spain**  
**Web Development Trainer**

Sept 2007 – Feb 2012

- I had deliver training of: HTML5, CSS3, Javascript, PHP, MySQL

**Atos Origin , Madrid, Spain**  
**Web Developer Full-Stack**

Feb 2007 – Aug 2007

- I developed and maintained Software solutions on Java/J2EE Platform for costumer of industry:
  - Government Agency: DGT Traffic Direction of Spain

**DMS Sistemas, Madrid, Spain**

Jan 2006 – Jan 2007

**Frontend Developer**

- I developed and maintained Software solutions on Java/J2EE(Documentum) platform for costumer of industry
  - Government Agency: DGT Traffic Direction of Spain

## WORK EXPERIENCE AS IT TRAINER

**Formadores IT, Barcelona, Spain**

2024

*I have provided bespoke training to teams to meet their needs.*

**On-Line - Freelance**

- **Formadores IT** is a training company for IT professionals based in Spain. I collaborated with them as an online trainer on an hourly basis, designing and delivering training courses for multidisciplinary teams and leading IT consultants. The courses I delivered included:
  - Management of Agile Projects with Jira
  - Jira Dashboards and Reporting
  - Jira Administration

**Grupo Loyal, Barcelona, Spain**

2023

*I have provided training to teams improving content to meet client needs.*

**On-Line - freelance**

- **Grupo Loyal** is a training company for IT professionals based in Spain. I collaborated with them as an online trainer on an hourly basis, designing and delivering training courses for multidisciplinary teams and leading IT consultants across Spain. The courses I delivered included:
  - Jira Standarization
  - Jira Dashboards and Reporting
  - Jira Administration

**Formativa**, Lima, Peru

2022

*I have provided bespoke training to teams to meet their needs.*

### **On-Line - freelance**

- **Formativa** is a training company for IT professionals based in Peru. I collaborated with them as an online trainer on an hourly basis, designing and delivering training courses for multidisciplinary teams and leading IT consultants in Mexico. The courses I delivered included:
  - Progressive Web Applications (PWA)
  - Automated QA Testing with Selenium and JMeter

**Naval School of Officers**, Callao, Peru

April 2000 – Dec 2004

### **Teacher of Computing and Programming**

- I had delivered training of Fundamental of Programming to cadets of the Navy School

## **EDUCATION AND TRAINING**

### **Continuing Education**

- 2025: Training & Development, College of Further Education and Training
- 2025: Business Analysis Foundation Certified, eCollege

### **Education**

- 2023: QQI level 6 Project Management, Professional Development, Ireland
- 2024: QQI level 6 ILM Leadership and Management, Kerry College *of Further Education*, Ireland
- 2013: Development of Multiplatform Applications, SEAS College, Spain
- 1998 - 2001: Systems Engineering, Technological University of Perú - UTP, (62 credits)
- 1994: Analyst and Programming, Instituto Luisa Caceres de Arismendi, Venezuela

## **CONTINUOUS PROFESSIONAL DEVELOPMENT**

### **Ireland**

- |   |                             |
|---|-----------------------------|
| • QQI level 6 Project Management            | Blueface, Professional Dev. |
| • QQI level 6 ILM Leadership and Management | Kerry College FET           |
| • Business Continuity                       | Project Management Inst.    |

• MS Power BI / Data Analyst	Microsoft
• CompTIA Fundamentals Certified	eCollege
• Green Software	Linux Foundation
• Big Data	ICDL, eCollege
• Cloud Computing	ICDL, eCollege
• Professional Scrum Master Certified	Scrum.org, eCollege
• CompTIA Cloud Computing	eCollege
• MS-Azure	Baldoyle training
• CompTIA+ Fundamentals Certified	Baldoyle training
• UX Certification	UX institute

## Spain

• Pattern Design and Struts (36hrs)	CEIM, Continuous Training
• Software Engineering and Efficient Test Design(35hrs)	CEIM, Continuous Training
• UML & Rational Rose (40hrs)	State Public Employment Service
• J2EE-Web Development, JSF, Spring (60hrs)	CEIM, Continuous Training
• Java Programming, JPA (50hrs)	Community of Madrid
• Data Protection (68hrs)	San Roman Training
• People Management (120hrs)	Higher Inst. of Business Studies
• ITIL Foundation v3 (30hrs)	CEIM, Continuous Training
• MS-Project 2007: Cost Management(20hrs) ?	CEIM, Continuous Training
• MS-Projects 2007: Project Management(25hrs) ?	CEIM, Continuous Training
• Teamwork (45hrs)?	Community of Madrid
• e-Commerce (43hrs) ?	Community of Madrid
• e-Business (58hrs)?	CEOE, Community of Madrid
• OS Linux Advanced (60hrs) ?	Workers Commissions
• Technical-Professional Training(200hrs)	General Union of Workers

## Peru

• SQL Server Fundamentals (20hrs)	National University of Engineering
• SQL Server Advanced (20hrs)	National University of Engineering