

JOSE SUAREZ

SOFTWARE ENGINEER FULLSTACK | SOFTWARE ARCHITECT | SCRUM MASTER

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Nationality: Spanish

CAREER SUMMARY

I am an experienced IT professional and AI enthusiast with a strong background on Software Engineering (Frontend & Backend) and Team leader. Over the course of my career, I have held diverse roles, including Software Developer, Head of Web Development, UI Engineer, 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. As Scrum Master, I successfully led the design and development of the Incident Management Process using Agile methodologies. By analyzing existing workflows and facilitating meetings with key stakeholders—including the Operations Team, IT Director, and Customer Service—I delivered a robust process to improve response to incidents, events, and problems. The project focused on effectively managing priority 1 incidents and proactively developing strategies to reduce incident frequency, resulting in enhanced operational efficiency.

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). 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.

Core strengths:

- End-to-end software engineering across architecture, development, and delivery
- Agile leadership (Scrum Master, Agile Coach, Project Management)
- Team building, mentoring, and talent development
- Stakeholder alignment (executives, CEOs, customers) and roadmap prioritization
- Outcome-focused planning using OKRs and flow metrics
- Process optimization (cycle time reduction, throughput improvement)
- Cloud solution design (AWS EC2, S3, Lambda, Lightsail; Azure AD)
- Scalable systems and reliability mindset (SaaS / PaaS / IaaS)
- Quality focus (technical excellence, timely delivery, continuous improvement)
- Cross-functional collaboration and communication effectiveness
- Adaptive problem solving and proactive risk management
- Strong teaching, coaching, and public speaking background
- Customer-centric product mindset

- Results-driven and accountable execution

OFICIAL CERTIFICATIONS

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|---|--------------------|
| • Atlassian Certified in Jira Software | Atlassian |
| • Agile Project Management | APMG International |
| • QQI level 6 Project Management | Professional Dev. |
| • QQI level 6 ILM Leadership and Management | Kerry College FET |
| • 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 Microsystem |
| • UX Certification | UX institute |

WORK EXPERIENCE

GRUPO LOYAL, Barcelona, Spain

October 2025

Grupo Loyal is a Training Company, I working as remote training consultant (hourly), delivery training workshops to upskill cross-functional teams for leading IT services firms in Spain.

Courses:

- Jira Atlassian - Reporting and Dashboard
- Jira Atlassian - Standardization & better practices
- Automation Tests with Selenium Webdriver and JMeter
- CI/CD Jenkins+GitHub, Cucumber, SOAPUI, Jasmine, Mock Test
- Python Programming

BLUFACE, Dublin, Ireland

January 2021 – July 2025

Lead Agile transformation for Platform Engineering

SOFTWARE ARCHITECT / AGILE PM / SCRUM MASTER

- **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.

- **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) by JQL
 - 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
- **Agile PM**, I'm mainly focus on improving Teams performance by implementing a collaborative environment among teams to 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 am also in charge of generating KPIs, OKRs dashboards and reports for the IT Director, Operations Manager and to design plan and track every project of Platform Engineer from beginner to end.
- 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

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 Frontend and Backend of 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

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.

Key Achievements

- Rebuilt a bespoke modular CMS using PHP Laravel
- Developed a custom solution for an office supply supporting suppliers, dealers, and customers. The customer has built his platform in Magento, and they requested to migrate to their own bespoke platform.
- 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 of 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 hands-on**, I led a 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 supporting 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 oversaw Jira Admin to manage schemes, plan projects and team roadmaps, by removing impediments to 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
- Develop the UI for Web portal and Mobile app with AngularJS and Ionic Framework
- 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

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 with Frontend technologies NodeJS, **Grunt, Bower, AngularJS 1.x MVC, JQuery, Javascript, Lodash, HTML5, CSS3, LESS, JSON / XML, REST API, Karma and Jasmine.**
- The Code and CI/CD was versioned by GIT, Bitbucket, Bamboo, Source tree

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 with 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 and REST API, the code was versioned by SVN.

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

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

PREVIOUS EXPERIENCES ON SPAIN (2006 – 2013)

- Experienced senior software engineer and technical lead with a track record across Madrid-based roles from 2006–2013 delivering enterprise Java/J2EE and LAMP solutions for insurance (Mapfre), aviation (AENA Airports), government (DGT Traffic Directorate, National Police), energy (Indra), telecommunications (Jazztel), and high-traffic job portals.
- Responsibilities spanned full-stack development, analysis, solution maintenance, and team leadership, using Oracle, MS-SQL Server, MySQL databases, Documentum, and web technologies (HTML5, CSS3, JavaScript, PHP, ASP, ASP.NET).
- Complemented by extensive instructor experience training developers in Java (Struts, JSP), web technologies, and database fundamentals, consistently supporting mission-critical systems and multi-industry clients.

WORK EXPERIENCE AS IT TRAINER

- Since 1996 I delivery courses of computing and programming along these years of cumulative teaching experience I worked for High Studies Center like Naval School of Officers, Peru, and several modern IT professional training centers for Peru and Spain.
- Experience with LMS platforms like Moodle to prepare content and handle courses online and experience customizing the platform by coding modules and components.
- Delivered bespoke, consultant-level courses on Agile Project Management with Jira, Jira Administration, Jira Dashboards/Reporting, Jira Standardization, Progressive Web Applications (PWA), and automated QA tooling (Selenium, JMeter), tailoring curricula to multidisciplinary teams and senior IT consultants.
- Strengths include adapting content to client needs, structuring practical labs, and bridging core programming fundamentals with contemporary delivery, automation, and agile tooling practices.
- Technologies taught: Jira (process, configuration, reporting), web platform (PWA concepts), test automation (Selenium), performance/load testing (JMeter), and foundational programming principles.

TECHNICAL SKILLS

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|---|--|
| - Web Development, Accessibility Web, Responsive Design | - WSDL, XML, RSS |
| - PWA, Hybrid Mobile App | - SOAP Webservices, REST API |
| - Full-stack Software Engineering | - CSV, SVN, Git |
| - Software Architect, Pattern Desing, UML, Rational Rose | - Dockers, Kubernetes |
| - SEO, SEM | - CI / CD pipelines |
| - Python, Flask | - Zendesk, Jira Administrator, ITSM, JQL, Automations, Confluence, Bitbucket, Bamboo |
| - Java, J2EE, JSP, JDBC, JPA, Struts, Spring, Android | - RabbitMQ |
| - PHP, Laravel framework | - Grafana, Graylog |
| - Visual Basic, .ASP, ASP.NET MVC | - VMware vSphere, Bareos, Open Manage Enterprise |
| - HTML5, CSS5, Sass, Less, Bootstrap | - CMS, CRM, ERP |
| - MySQL, SQL Server, Oracle, PostgreSQL, MariaDB, PL/SQL | - Cloud Computing, AWS, GCP, Azure |
| - Apache Tomcat, Weblogic Server, Apache Server, JBoss Server | - Machine Learning, OpenCV, AI, Tensorflow |
| - UX, UI, CX | - Automation QA, Selenium WebDriver, JMeter, JUnit, PHPUnit , Karma, Jazmin |
| - NOC engineering | - Redis, Memcached |
| - JavaScript, jQuery, JSON, AJAX | - EazyBI , MS-PowerBI |
| - AngularJS, Ionic, TypeScript, VueJS , React | - Github Copilot |
| - Magento, PrestaShop | - WordPress, WP-Engine, wp plugin develop |
| - LMS, Moodle | |

SOFT SKILLS

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| - Written and Verbal Communications | - Creative Thinking |
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- 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
- Problem Solving
- Requirement Analysis
- Adaptability
- Auto motivated
- Quick Learner
- Adaptability
- Presentation Skills
- Commitment
- Teamwork
- Business Analysis - Requirements, Gathering and Validation
- Business Continuity
- Organizational Skills

EDUCATION AND TRAINING

Continuing Education

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

Education

- 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

PREVIOUS CONTINUOUS PROFESSIONAL DEVELOPMENT

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) ?
- e-Commerce (43hrs) ?
- e-Business (58hrs) ?
- OS Linux Advanced (60hrs) ?
- Technical-Professional Training(200hrs)

Community of Madrid
Community of Madrid
CEOE, Community of Madrid
Workers Commissions
General Union of Workers

Peru

- SQL Server Fundamentals (20hrs)
- SQL Server Advanced (20hrs)

National University of Engineering
National University of Engineering