

# Carlos Pompa

## Digital Project Manager & Product Owner / Scrum Master

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Seeking for a new role as Product Owner, PM or Scrum Master.

### EDUCATION

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- ✓ **Bachelor Degree in Computer Software Engineering**, University of Seville, Spain. Sep 2012
- ✓ **Scrum Master Certification**, International Scrum Institute™, Jan. 2016
- ✓ **Project Manager Certification**, International Organization for Project Management™, Sep. 2016
- ✓ **Scrum Product Owner Certification**, International Scrum Institute™, Sep. 2016
- ✓ **Certification ITIL Foundation (Version 3)**, NEAR Technologies, Apr 2009

### PROFESSIONAL SUMMARY

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An experienced full-stack web and mobile applications technology **Team Lead and Manager with 18 years of experience delivering enterprise solutions and leading multidisciplinary and distributed teams**. 10 years of experience as a hands on team lead and project manager and **7 of those years in finance projects with different private and public institutions**. Last 3 years focus in **B2C & B2B2C Ecommerce and mobile business**. Strong team contributor and team player. A broad range of expertise in solution delivery including requirement analysis, prototyping and user experience (UX), CMS, development and delivery optimization. Effective collaborator with development team, business owners and senior management. Very interested in Security, Blockchain technology and its impact on business. An Agile practitioner and **Scrum Master/Product Owner certified** passionate about technology and its application to real world solutions. **Bilingual English-Spanish**.

### Key skills and years of experience

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- Proficiency in end to end project life-cycle and project management methodologies and tools (Waterfall & **Agile-Scrum**). **8 years as a Project Manager (4 as Ecommerce PM) working with cross functional teams (2-40 people)**
- 2 years as **API & eCommerce Product Owner** with **Salesforce, Zuora, Azure, CPQ & Liferay**.
- 6 years as an Agile practitioner and currently **Certified Scrum Master (CSM) and Certified Product Owner (CSPO)**.
- Proficiency in business process improvement and **e-government (BPM)**.
- 15 years in Digital & Front-end technologies: HTML, CSS, JavaScript and XML, jQuery & Bootstrap.
- Proficiency in **business analysis and design of databases** (Oracle, SQL Server and MySQL) acquired via study and customer service work for 10 years working as a Consultant in many different fields like Ecommerce (2 years), Finance, Government, HR, and health systems for public and private institutions.
- **Proficiency** in deployment of **Web Portals and Web Content Management Systems (WCM/CMS)**. 5 years of experience between MS. SharePoint, IBM WebSphere, WordPress, Liferay and Drupal.
- Experience **implanting CMMI** in large organizations acquired via service work for a customer for three years
- **3 years** of experience in IT Service Management with ITIL (**ITIL Foundation Version 3 Certified**)
- Developed **more than 10 projects with Java-Oracle technology** (J2EE, Struts-Spring-Hibernate, Web Services, SOAP/XML, Oracle Application Server, Oracle DB 9i/10g,) working in different roles (PM/Team Lead, Consultant & Business Analyst).
- Delivered more than **10 projects with Microsoft technology** (Microsoft Visual Studio, ASP + JavaScript, SQLSERVER DB. Internet Information Server (IIS)) in different roles (PM/Team Lead, Consultant, Business Analyst and Developer).
- International experience - **European Commission & Leading international teams (Europe, US, Argentina, India)**.

## PROFESSIONAL EXPERIENCE

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**AXA Travel Insurance** (Part of AXA Assistance UK) - Digital & Marketing Department  
June 2014 – Present (2 years 3 months) | Redhill, UK



### Digital / eCommerce Project Manager

**June 2014 - Present (2 years 3 months)**

Currently responsible for:

- **Full control of Product implementation** for all our eCommerce sites through our technology stack: **Liferay, Camaleon CPQ, Salesforce, Zuora, MS Azure, WorldPay, Global Collect and Oracle financial.**
- Supporting account managers on American Express account from the Digital & Marketing point of view.
- BAU tasks in all our B2C sites for AXA & B2B2C American Express in France, Germany, Spain plus AMEX Online Claims sites in UK, FR and Germany as well.
- Being the Product Owner of the deployment of “My TravelSpace” sites for Airbus and AXA Assistance Czech Republic.
- CPQ Camaleon designer (Product & Pricing configuration of all Ecommerce sites and future API)

All sites I'm responsible for are accessible at: <https://www.axa-travel-insurance.com/retail-sites>

Part of the team responsible for delivering the new AXA Assistance E-commerce platform / Digital strategy, including design, build, management and optimization of AXA Assistance B2B/B2C managed websites to improve conversion and customer sales. Links of the sites:

France AXA Assistance B2C site at <https://www.assurance-voyage.axa-assistance.fr/>

Germany AXA Assistance B2C site at <https://www.reiseversicherung.axa-assistance.de/>

Italy AXA Assistance B2C site at <https://www.assicurazione-viaggio.axa-assistance.it/>

Austria AXA Assistance B2C site at <https://www.reiseversicherung.axa-assistance.at>

**Avnet Technology Solutions UK** (formerly Ascendant Technology)  
February 2013 – March 2014 (1 year) | London, UK



### Ecommerce Project Manager

**July 2013 - March 2014 (9 months)**

Creation of a new Ecommerce mobile application for 3 fashion brands for one of the leading retailers and distributors of branded sportswear, JD Sports Fashion. More than 15 people with distributed teams in different locations, USA, UK, Belgrade and India. At the same time, responsible for the enhancement of the main brand mobile site [JD Sports](#). See the 3 new mobile sites:

New mobile site for Scotts at [m.scottsmenswear.com](http://m.scottsmenswear.com)

New mobile site for Bank at [m.bankfashion.co.uk](http://m.bankfashion.co.uk)

New mobile site for Size at [m.size.co.uk](http://m.size.co.uk)

**Technology:** IBM Ecommerce Worklight Server version 7. Microsoft Project, IBM C3 as change and configuration management project tool. Scrum Agile Methodology. Scene7's image provider, Fred Hopper's indexing engine &

Akamai content provider.

**Banking: Senior Project Manager**

**March 2013 - July 2013 (5 months)**

Migration of four Portals and Connections on the current IBM WCM Portal 7 platform to the new WCM version 8 platform for Royal Bank of Scotland (RBS). Responsible for project scoping, change management, project's development and release, project's risk control and Monitoring reports as well.

**Technology:** IBM Web Content Manager base on WebSphere Portal Server version 8. Microsoft Project, IBM C3 as change and configuration management project tool. Scrum Agile Methodology.

**Incita Ltd.** (formerly TB-Solutions Ltd)  
June 2010 – February 2013 (2 years 10 months) | Madrid Area, Spain



**Banking: IT Project Manager**

**January 2012 - February 2013 (1 year 2 months)**

Responsible for the migration of Core Banking system and Development from Scratch of a new Pension Plan Application for two International Banks: BMCE BANK International and Espirito Santo Bank (BES). More than 40 people with distributed teams in different locations. Budget: \$1.4M.

**Technology:** Financial Server Core Technology-based on Cobol and C. Oracle Relational Database (RDBMS) as Database. Transactional management through the Tuxedo Transaction Monitor. BPM based on iBap tool. J2EE. Microsoft Project, Daptiv, Jira and Confluence as project tools. Scrum Agile Methodology.

**IT Project Manager**

**June 2010 - January 2012 (1 year 8 months)**

Responsible for e-government and BPM projects. Business process improvement through integrating digital signature frameworks (BPMiDS). Responsible for the development from Scratch of a new product, called EVO System. Online Electronic Voting integrating Advanced Digital Signature.

Achievements:

- Design of the EVO Prototype.
- Conceive, design and develop a new product for the company from scratch. Turning an idea into a final product.
- Modify the product to adapt to the cloud and make it available to complex organizations.

**Technology:** Advanced Electronic Signature Framework (ASF), Online Notification services. PKI. TSA Services. Electronic Invoice, Electronic Register, e-Archiving, ASF ePayment gateway and secure communications with mobile app (Zuppex). Oracle Application Server, J2EE, JSF-Spring-Hibernate, Web Services, SOAP/XML. Deployment with virtual teams. E-working. Deployment later in Cloud. Microsoft Project, JIRA and Confluence as project tools. Scrum Agile Methodology. Coordination of 3 distributed teams.

## Banking Project Manager / Consultant

August 2010 - November 2010 (4 months)

Consultancy for the development of a new Custody system platform for Unicaja Bank.

Responsible for the analysis of the new platform for **Documentation Custody Bank System**. Development of a custody service, display and retrieval of bank files. Including the analysis of a Digital Safe Service.

**Technology:** ASF Confidential File System. Advanced Signature Framework. Oracle Application Server, J2EE, JSF-Spring-Hibernate, Web Services, SOAP/XML. PKI & TSA Services.

### Ayesa S.A (IT Consulting)

June 2000 – June 2010 (10 years) | Seville Area, Spain



## IT Project Manager

August 2008 - June 2010 (2 years)

Responsible for **e-Government and BPM** projects integrating digital signature with IAM:

- **E-Government.** Responsible for conceiving and designing of a Business Process Management for digital records. Ministry of Innovation, Science and Enterprise. Advanced Signature framework.
- **Spanish Biotechnology new Web Content Management Portal.**
- **Web Portal of Andalucía's Environmental Council.** Responsible for conceiving a prototype for the management of public facilities of the Ministry of Environment.
- **Web Application of [Technical Building Inspection](#).** **E-Government.** Processing of Electronic Records. Present@y @firma. Advanced Signature Framework.
- **Management system integration of electronic invoice.** Andalusia Health Service (Andalusia's Government).

**Technology:** J2EE, Oracle 9i, Tomcat, Struts - Hibernate-Spring. Web Services. XML. e-Government. Present@-PCT, @firma. @ries, Notific@ &Trew@.

## Technical Team Lead / Digital Consultant

July 2003 - August 2008 (5 years 2 months)

Team lead of Web Portals and Content Management System (CMS) projects.

Development of several Web Portals with many different technologies for private customers and Andalusian' government. Consultant of Government Portals and eCommerce Web sites.

**Technology:** IBM WebSphere , Microsoft IIS, Oracle Web Server, Java, Adobe ColdFusion, Liferay, Drupal and WordPress. J2EE. Oracle 9i, Tomcat, JSF - Hibernate-Spring. OC4J. AJAX and Microsoft ASP & SQLServer.

## Consultant / Functional Analyst

July 2003 - August 2006 (3 years 2 months)

Functional Analyst of Web Portals and application on different technologies. e-Government and Public Administration. Ministry of Economy and Finance (Andalusia's Government).

## Software Architect

July 2000 - July 2003 (3 years 1 month)

Analysis and development tasks of applications and web portals. For both private customers and public

administration. Development in different frameworks and technologies: ASP, JSP, JAVA, NET, ColdFusion with DDBB Microsoft SQLServer, Oracle and MySQL.

**Institute for Prospective Technological Studies (IPTS) - European Commission**

April 1999 – June 2000 (1 year 3 months) | Seville Area, Spain



**Software Architect**

**April 1999 - June 2000 (1 year 3 months)**

Analysis and development of a Web application for the study of environmental conditions in industrial projects. IAPLUS. Project developed in English.

**Technology:** Microsoft Visual Studio, ASP, Oracle 8i. Internet IIS. ColdFusion Studio y ColdFusion Server 4.0 y 4.5. Crystal Reports 7.0 and Adobe Flex.

**Grupo Echevarría & Tecnomedia S.L. – IT Consulting**

December 1998 – March 1999 (4 months) | Seville Area, Spain



**Network Administrator & Security Consultant**

**December 1998 - March 1999 (4 months)**

Network Implementation and Administration of Microsoft Windows NT/2000 environments. Security Control. Training in small groups in networking and security.

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## MAIN TECHNICAL SKILLS

- **PM Tools:** Microsoft Project, JIRA, Daptiv, IBM C3
- **Agile PM:** Redmine, Trello, IBM Rational Team Concert (RTC), Microsoft Team Foundation Server (TFS)
- **Analysis and Design tools:** Enterprise Architect V6, V7, V8, & Confluence (Knowledge Management tool)
- **Web Content Management:** Liferay, WordPress, Drupal, Joomla, Alfresco, IBM WebSphere Portal server, SharePoint (MOSS)
- **Ecommerce:** IBM WebSphere & Worklight v7 and Magento Community Edition v1.8, Zuora (Billing), CPQ Camaleon (Product & Pricing) and Global Collect (Payment)
- **ERP/CRM:** Microsoft Navision Financials, Salesforce, BizAgi and Openbravo
- **Front-end technologies:** HTML5, CSS, XML, XSLT, JavaScript & jQuery, Adobe ColdFusion, Flex, Bootstrap & Ajax
- **Database:** Oracle DBMS 8i, 9i, 10g, 11g, TOAD, SQL Server 97, 2000, 2005 and 2008, MySQL, Access, PLSQL
- **BPM:** Model@ (modeling tool), Trew@ : BPM Processing tool, Oracle BPM Studio 10.3
- **Java:** J2EE, JSP, JSF, ADF, MyFaces, RichFaces, Struts, Hibernate/JPA, SPRING, Acegi, Maven, Sonar.
- **Microsoft:** ASP, ASP.net, Visual Basic, VBSCRIPT, Microsoft Visual Studio.net, C#
- **BI/Data mining:** Oracle Warehouse Builder and Oracle BI Discoverer

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## LANGUAGES

**Spanish:** Native or bilingual proficiency

**English:** Professional working proficiency (Living and working in UK for the last 4 years)

I lived in the U.S. for a year, where I studied the High School Senior Year at Iowa City, Iowa.