


## CONTACT ME

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## SOFT SKILLS

- Integrity
- Leadership
- Effective communication
- Creativity
- Empathy
- Organization
- Critical thinking

## HARD SKILLS

- Recruiting and Interviewing
- Account Management
- Business development
- Software Development Life Cycle (SDLC) and Agile
- Requirements Analysis
- DevOps and Integration
- Software Project Management
- Client Relationship Management (CRM)

## COURSES

- Project Management
- PMP
- SCRUM
- Lean Six Sigma

## PLATFORMS

- Azure DevOps
- Jira
- Confluence
- Monday.com
- Asana

# SASHENKA MAZARIEGOS

## PROFESSIONAL PROFILE

High-achieving project management and certified Scrum Master with excellent communication, organizational and analytical capabilities. Skilled and creative with 10+ years of progressive project management experience working with cross-functional teams, stakeholders, and environments. Inspired leader to multidisciplinary and virtual teams building trusting relationships. Ability to interact with customers to determine project scope and requirements by thinking outside the box and challenging conventions.

## WORK EXPERIENCE

### Senior Project Manager / Scrum Master

Wunderman Thompson Commerce & Technology | May to July 2023

- Facilitated SCRUM processes by ensuring that the SCRUM process was rigorously followed by the team.
- Conducted SCRUM ceremonies such as Sprint Planning, Daily Scrum Meetings, Sprint Backlog Refinement, Sprint Review, and Sprint Retrospectives.
- Educated and implemented teams on agile methodologies and artifacts.
- Worked with Product Owners and other Scrum Masters on identifying and removing impediments that prevented the teams from delivery of value to customers.
- Coached the team on SCRUM principles and practices.
- Facilitated clear communications between the teams, the product owner, and other stakeholders.
- Ensured the team's progress was communicated in a timely fashion and with transparency to all appropriate stakeholders.
- Responsible for resource and allocation planning.
- Created and tracked financial goals through P&L management.
- Created and coordinated billing and invoicing for projects.
- Worked closely with software development teams to ensure our process stay lean and agile on every sprint.
- Encouraged all teams to maintain and show courage, openness, and respect in all our interactions.

### Master's professor - Project Formulation and Assessment Master

Universidad de San Carlos de Guatemala | Jan 2021 to date

- Postgraduate professor specialized in providing master's students with interactive and dynamic learning platforms and methodologies in project formulation and management.

## WORK EXPERIENCE

### Senior Project Manager

Conduent | Apr 2021 to May 2023

- Support the development of deal strategy by working closely with sales teams and customers to understand the value proposition of each solution.
- Contribute to the design and creation of innovative solutions to customers' friction processes.
- Support business development process through high-quality input to RFP, RFI, and BAFO.
- Ensure appropriate governance practices are in place to monitor and control programs/projects.

### Project Manager

HCL Technologies, S.A. | Feb 2018 - Apr 2021

- Responsible for the management of internal and external project team members.
- Develop, document, and maintain project schedules, resource plans, and project budgets.
- Lead cross-functional teams focused on the delivery of new or existing projects.
- Planned, organized, directed, controlled, and deliver all projects.

### Project Implementation Coordinator

Xerox | Dec 2014 - Jan 2018

- Defined project deliverables and monitored the status of project logistics and management tasks.
- Delivered status reports to stakeholders for budgeting and planning purposes.
- Drafted action plans, and led meetings with customer executives to review project status.
- Monitored costs, timescales, and resources used to achieve successful implementation of projects.

### Financial Services Team Leader

Xerox | Jul 2012 - Nov 2014

- Coordinated all department functions for a team of 15 employees.
- Developed slideshows and other forms of media to present project progress to executives and stakeholders.
- Cultivated ethics and teamwork mindset among all members of the team.
- Liaised directly with customers to meet needs and maintain satisfaction.

### Mortgage Services Quality Auditor

Xerox | Jan 2010 - Jul 2012

- Maintained detailed administrative and procedural processes to improve accuracy.
- Verified and logged in deadlines for responding to daily inquiries.
- Supervised and trained new staff in data processing tasks.
- Developed more efficient filing systems and customer database protocols.

## EDUCATIONAL HISTORY

### Ph.D. IN PROJECT MANAGEMENT

Universidad de San Carlos de Guatemala | May 2021 to date

- Currently working on my Ph.D. thesis focused on project management.

### MASTER IN PROJECT FORMULATION AND EVALUATION

Universidad de San Carlos de Guatemala | Jan 2019 - Oct 2020

- Projects formulation at pre-investment, investment and operation stages.

### BACHELOR IN BUSINESS ADMINISTRATION

Universidad de San Carlos de Guatemala | 2019

- Statistics, finances, human resources management, operations management and marketing.

### ASSOCIATE OF APPLIED SCIENCE IN PROJECT MANAGEMENT

Universidad de San Carlos de Guatemala | 2015

- Services Engineering, Project Administration, Quality Assurance through statistics and Operations Design.