

# ZOE PLASENCIA

TECHNICAL PROJECT MANAGER | SOFTWARE DEVELOPMENT LEADER | AGILE EXPERT  
DRIVING INNOVATIVE SOFTWARE SOLUTIONS THROUGH TECHNICAL EXPERTISE AND COLLABORATIVE LEADERSHIP

---

## SUMMARY

Experienced Technical Project Manager with a track record of enhancing operational efficiency and reducing downtime in global financial institutions. Expert in Scrum methodologies, with strong skills in Java, fostering team collaboration, and building client relationships. Adept at leading teams to streamline operations and implement effective software solutions.

---

## EXPERIENCE

### Head of Operations & Support, 02/2018 - 11/2024

#### Strands Labs Inc. - Miami, USA

- Oversaw seamless software implementations for 20+ global financial institutions.
- Directed a team of five, collaborating with delivery, sales and product departments to meet customer needs.
- Developed and led workshops, enhancing client adoption of financial tools through educational materials.
- Oversaw bug resolution and incident management, reducing downtime by 30%.
- Collaborated with accounting to refine invoicing processes and enhance P&L tracking.

### Project Manager, 09/2014 - 02/2018

#### Strands Labs Inc. - Miami, USA

- Led end-to-end implementations of financial management software for banks across LATAM and the United States.
- Coordinated multidisciplinary teams, including developers and QA engineers, ensuring on-time delivery.
- Delivered major projects for LATAM financial institutions in Argentina, Costa Rica, Colombia, Perú and Brazil, as well as Huntington National Bank in Ohio.
- Created comprehensive technical and functional documentation, optimizing knowledge transfer by 25%.

### Back Office Manager (Consultant), 06/2012 - 12/2014

#### MediaTrax, LLC - Miami, USA

- Developed and maintained Java-based backend processes and web services integrated with Google AdWords and Microsoft AdCenter APIs.
- Designed test plans and executed rigorous testing in both DEV and PROD environments.
- Generated business intelligence reports using SQL Server Reporting Services, improving decision-making.



## CONTACT

**Address:** Miami, FL, USA 33160

**Phone:** +1 (786) 819-0225

**Email:** zoe.pe.ele@gmail.com

[www.linkedin.com/in/zoeplasencia](https://www.linkedin.com/in/zoeplasencia)

---

## SKILLS

### Technical expertise

- Java
- Javascript
- React
- CSS
- SQL Server TSQL
- Oracle PL/SQL
- QA manual framework
- REST APIs
- SaaS Implementation and Maintenance

### Project Management

- Agile (Scrum, XP, TDD)
- Jira & Confluence
- MS Project
- Microsoft Office & Google Suite
- Risk Mitigation
- Stakeholder Engagement

### Soft skills

- P&L Analysis
- Collaborative Leadership
- Client Relationship Management
- Clear Communication
- Strong capabilities to conduct remote teams

**Project Manager/Business Analyst (Consultant), 02/2013 - 07/2013**  
**Olympus Management Health Care**

- Facilitated requirement gathering and translated business needs into actionable project plans.
- Conducted requirements analysis and streamlined communication across stakeholders.

**Project Manager, 02/2011 - 11/2012**  
**Globant - Buenos Aires, Argentina**

- Directed software and mobile app development projects with budgets up to \$380K.
- Delivered solutions for clients such as Natura Brazil, Autodesk, and Kantar Media.
- Implemented Agile methodologies, organizing sprints and daily scrum meetings as Scrum Master.
- Improved project profitability by identifying process inefficiencies and optimizing resource allocation.

**Technical Leader & Project Leader, 03/2009 - 01/2011**  
**IBM Global Delivery - Buenos Aires, Argentina**

- Led maintenance and development projects for Telefónica de España, Caja Madrid, and Pepsico.
- Managed staff augmentation initiatives, recruiting and evaluating team members for performance improvement.

**Project Leader, 10/2003 - 01/2008**  
**Visa Argentina - Buenos Aires, Argentina**

- Designed and implemented web-based financial applications, improving system reliability by 20%.
  - Established strong client relationships, ensuring alignment with project objectives.
- 

## EDUCATION

**MD, Systems Engineering, 09/1997**  
**Universidad Nacional Autónoma** - México D.F., México

**BS, Systems Engineering, 07/1989**  
**Instituto Superior Politécnico** - La Habana, Cuba

---

## LANGUAGES

- English, Proficient
  - Spanish, Native
- 

## CERTIFICATES AND TRAINING

Advanced Agile Project Management Training  
Diploma in Fundamentals of Artificial Intelligence

