

Jon Fritz Abinido

Project Manager | Scrum Master | Operations Manager

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SUMMARY

Certified PMP and Scrum Master with more than 13 years of experience in Software Engineering that includes 9 years leading both traditional Waterfall and Agile projects. Extensive background in application development and maintenance for Legacy and Cloud applications. Demonstrated success in applying project management best practices, technical expertise and keen business understanding to achieve consistent results.

WORK EXPERIENCE

Ontario Health, Canada | Project Manager | 09/2022 – Present

- Led the migration of On-Premises Legacy healthcare applications to Microsoft Azure Cloud, ensuring seamless transition. Conducted regular project coordination meetings with cross-functional teams, resulting in early detection and resolution of issues.
- Established and maintained excellent working relationships with sponsors, stakeholders, vendors, and project team members, ensuring seamless communication and collaboration throughout the project lifecycle.
- Directed management activities for a project, focusing on resource allocation, scope management, budget control, and timely delivery within a \$100M program budget. Involved in Request for Proposals (RFP) to procure services from vendors while adhering to the Ontario Health's project governance framework and management methodology to achieve successful project outcomes.
- Managed risks effectively and resolved issues promptly, utilizing established escalation channels, ensuring alignment with Ontario Health's policies and standards.

Technology Stack: Jira, Confluence, MS Project, MS Azure, MS SharePoint, MS Office, MS Remote Desktop Services (RDS)

Accenture, Philippines | Scrum Master / Operations Associate Manager | 12/2015 – 06/2022

- Managed and oversaw the seamless execution of application support and development initiatives, leading cross-functional teams of over 20 employees doing application support and application development for 9 hybrid applications having around 70,000 average daily concurrent users.
- Spearheaded Cloud transformation of an enterprise application that caters Human Resources, Payroll, Finance and Corporate Benefits business units. Managed 2 scrum teams encompassing 16 cross-functional members.
- Engaged in discussions and presentations of comprehensive reports to executives with recommendations and innovation ideas. Conducted quarterly employee performance reviews and participated in hiring interviews for project candidates.
- Established Operations Support model leveraging agile Kanban to manage and prioritize workload of the team resulting to 100% timely response and resolution of customer tickets. Implemented regular maintenance and enhancement protocols for a portfolio of 50+ web servers, ensuring 100% security compliance and optimizing application performance.
- Drove the prioritization and successful release of application enhancement requests, overseeing a quarterly allocation of 600 hours of effort from stakeholders.

Technology Stack: AWS (S3, EC2, Lambda, MySQL, DynamoDB), .NET Framework, .NET CORE, Angular 7, AngularJS, MS SQL Server, Stored Procedures, MS SQL Business Intelligence, SSIS, SSRS, Azure DevOps, Git

Accenture, Philippines | Senior Software Engineer | 09/2013 – 12/2015

- Supervised the software development effort in an agile environment for a critical application that handles the company health insurance, including enrollment and billing features that processes millions of records semi-annually, with 50k average daily users.
- Facilitated project activities, including scheduling meetings, coordinating project risks and issues, and maintaining solution environments, ensuring smooth day-to-day development, and enhancing team productivity.
- Provided mentoring and coaching to a team consisting of 6 developers and 4 testers.
- Teamed up with subject matter experts (SME), technical architects, information security teams and production support teams to conduct in-depth analysis, remediate security findings and recommend continuous improvement ideas to ensure compliance to industry standards and business continuity.

Technology Stack: AWS (S3, EC2, Lambda, MySQL, DynamoDB), C#, .NET Framework, .NET CORE, Angular 7, AngularJS, MS SQL Server, Stored Procedures, MS SQL Business Intelligence, SSIS, SSRS, Azure DevOps

Accenture, Philippines | Software Engineer | 07/2010 – 09/2013

- Subject matter expert to multiple applications supported. Performed troubleshooting to issues encountered in software applications and implemented solutions.
- Assisted in the development of Quality Assurance (QA) plans and strategies. Performed executions such as unit testing, product testing, integration testing, regression testing and user acceptance testing, to ensure software functionality. Identified, replicated, and documented software defects and implemented fixes to resolve issues.
- Engaged in active participation throughout the Software Development Life Cycle (SDLC), including gathering of business requirement, design, analysis, build, testing, deployment, and support or maintenance phases.
- Developed automation of recurring report requests from business users by creating daily, weekly, and monthly scheduled reports and on-demand reports leveraging SSRS. Developed ETL solutions utilizing SSIS in processing bi-weekly payroll data from 3rd party vendor data systems towards in-house custom web application.

Technology Stack: C#, ASP.NET, .NET Framework, MS SQL Server, Stored Procedures, MS SQL Business Intelligence, SSIS, SSRS, SharePoint, TFS

SKILLS

Techniques: Agile Scrum, Kanban, Software Development Life Cycle (SDLC), Scaled Agile Framework (SAFe), Waterfall, Project Management, Project Planning, Leadership, Communication, Risk Management, Issue Management, Resource Management, Application Development, Application Support

Tools: Jira, Confluence, Microsoft Azure DevOps, Git, Microsoft Teams, MS Project, MS Visio, MS Office Suite (Word, Excel, PowerPoint, Access, VBA), SharePoint, Visual Studio, ServiceNow, AWS, AppDynamics, SonarQube, Datadog, Octopus Deploy, SQL Server Management Studio (SSMS), PowerBI, Tableau

Languages: C#, HTML, JavaScript, CSS, ASP.NET, .NET Framework, .NET Core, AngularJS, Angular 7, REST API, XML, JSON, AWS S3, AWS Lambda, AWS EC2

Databases: SQL, MS SQL Server, MySQL, AWS DynamoDB

CERTIFICATIONS

05/2023 | Certified Project Management Professional (PMP) | by PMI

04/2023 | Certified ICAgile Professional (ICP) | by International Consortium for Agile (ICAgile)

03/2023 | Certified SAFe 5 DevOps Practitioner | by Scaled Agile Framework (SAFe)

08/2021 | Certified AWS Solutions Architect Associate | by Amazon Web Services

03/2019 | Certified Professional Scrum Master 1 (PSM 1) | by Scrum.org

01/2017 | ITIL Foundation Certificate in IT Service Management | by Axelos

EDUCATION

Bachelor of Science, Computer Engineering, 03/2010

Bohol Island State University, Philippines