




Arvin Jay B. Mendoza

Software Delivery Manager

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CAREER SUMMARY

Results-driven project manager with 6+ years of experience leading teams through the software development lifecycle. Skilled in defining product roadmaps, optimizing user experiences, and ensuring on-time, within-budget delivery. Adept at aligning business goals with technical execution to drive product success.

PROFESSIONAL EXPERIENCE

- **Symphosize, LLC.**

Software Delivery Manager
November 2022 – Present
Arizona, USA

Job Responsibilities:

- Collaborate with business and developers to understand the project requirements.
- Develop the project roadmap with clear deliverables, timelines, and dependencies.
- Assign tasks and responsibilities to development team based on skills and availability.
- Plan and prioritize sprints by breaking down the project into manageable tasks.
- Ensure the backlog grooming sessions are conducted for clarity and prioritization.
- Facilitate daily stand-up to track progress, address blockers, and align the team.
- Conduct sprint reviews to showcase the completed work and gather some feedback.
- Lead sprint retrospectives to identify improvement opportunities for the next sprint.
- Liaise with the product owner and UI/UX designers to ensure seamless integration.
- Address team conflicts or misalignments to maintain a productive work environment.
- Monitor sprint progress and ensure tasks are on track to meet delivery deadlines.
- Prioritize tasks to accommodate changing requirements to deliver within the timeline.
- Ensure proper unit testing and integration testing, to maintain application stability.

- **Invicta Inc.**

Project Delivery Manager
November 2018 – November 2022
Taguig, PH

Job Responsibilities:

- Facilitated agile teams working under the Scrum methodology as the Product Owner and Scrum Master to bridge the needs between product development and business operations.

- Planned out the software blueprints that include the project scope, resource allocation, timeline deadlines, communication strategies, and test maintenance.
- Discussed the current and potential projects parameters with clients, executives, and developers.
- Ensured that each project stays on the expected timeline and adheres to the allocated budget.
- Maintained consistent testing, evaluation, and troubleshooting in all stages of completion.
- Tracked and managed the project milestones, timeline deliverables, and change requests.
- Prepared project status reports by gathering, analyzing, and summarizing relevant information.
- Communicated information regarding changes, milestones, and other pertinent information.
- Delivered the completed projects to clients and managed the project transition period.
- Conducted post evaluation to identify the successful and unsuccessful project elements.
- Coordinated user manuals, training materials, and other documents needed to enable successful implementation and turnover of the project to the client.

Projects Handled:

- Visa-Upon-Arrival System for Uni-Orient Travel Inc.
- Online Betting Application System for Dividendazo PH
- Laundry Automation System for Citywash Laundry
- Warehouse Management System for Grassroots and Niche Media Corporation
- Gym Management System for Grassroots and Niche Media Corporation
- POS Mobile Application for Leads Agricultural Products Corporation
- CRM Mobile Application for Leads Agricultural Products Corporation
- Junkshop Inventory Management System for Arcodea Inc.

- **Accenture Inc.**

Cloud Service Operations Associate

July 2018 – November 2018

Taguig, PH

Job Responsibilities:

- Participated in requirements gathering, design reviews, and Scrum meetings with the client.
- Implemented ServiceNow applications and integrations according to the system requirements.
- Collaborated with other administrators to develop solutions and fixes to the application.
- Developed ServiceNow workflows and scripts to automate and improve business processes.
- Configured application related fields, forms, views, email notifications, and access controls.
- Integrated ServiceNow applications with third party tools using web services such as REST/SOAP.
- Facilitated different updates and changes to ensure the expected system performance.

PRE PROFESSIONAL EXPERIENCE

- **PLDT Inc.**

IP Backbone Planning Division Intern

October 2016 – December 2016

Makati, PH

TECHNICAL SKILLS AND QUALIFICATIONS

- Adept at using the following technical applications and software development tools:
 - Agile
 - Scrum
 - Jira
 - Trello
 - Slack
 - Confluence
 - Git
 - Microsoft Office
 - Canva
 - Loom
 - ServiceNow
 - ChatGPT
- Knowledgeable in basic programming languages and other web technologies such as:
 - HTML5
 - JavaScript
 - MySQL Database
 - CSS3
 - Python
 - MSSQL Database
- Possesses a thorough knowledge in hardware and network troubleshooting.
- Good in-depth knowledge of electrical equipment and electronic devices.
- Ability of draw and create circuit diagrams using computer software tools.

PERSONAL SKILLS AND QUALIFICATIONS

- Team player with strong leadership and critical thinking skills.
- Possesses excellent verbal and written communication skills.
- Possesses excellent organizational and presentation skills.
- Fast learner and skilled researcher in various fields and areas.

EDUCATIONAL BACKGROUND

- Bachelor of Science in Electronics Engineering - Specialized in Communications
Mapúa University
Manila, PH
July 2012 – November 2017

RESEARCH PAPERS HANDLED

- Wireless Control of a 4 Degree of Freedom Robotic Arm Using MATLAB
- Determination of Blood Components (WBCs, RBCs, and Platelets) Count in Microscopic Images Using Image Processing and Analysis

PERSONAL INFORMATION

- Age: 28
- Gender: Male
- Civil Status: Married
- Nationality: Filipino