

# LEONEL MORE, CSM®, PMP®, ITIL®

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## Executive Summary

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I am a Professional with 12 years of experience in the Software industry. I have worked with people in different countries: USA, Spain, Vietnam, Mexico, Russia, Philippines and Uruguay. I have lived in Mexico for 4 years (where I worked for two different companies), traveled for business reasons to USA several times, twice to Spain and twice to Vietnam. Due this, I can communicate easily with different cultures, particularly strong with Uruguay, USA, Spain and Mexico. I have a background on Software development and IT management, so I can deal with both worlds without problems. My core competences include:

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|-----------------------------------|-------------------------------|--------------------------|
| ❖ Project Management              | ❖ Negotiation                 | ❖ Agile Development      |
| ❖ Team Management                 | ❖ Creative Problem Solving    | ❖ Software QA            |
| ❖ Leadership                      | ❖ Process Development         | ❖ Testing Automation     |
| ❖ Software Design                 | ❖ Process Improvement         | ❖ Android, iOS           |
| ❖ Candidate selection & interview | ❖ Intercultural Communication | ❖ C++, C#, VB, .NET, SQL |

## Select Accomplishments

- ❑ Implemented the Montevideo Software Delivery Center for Abengoa.
- ❑ Researched and led the development of a novel 3D movement detection technology for Service Repair Solutions in conjunction with Universidad ORT. I have one patent issued for this technology.
- ❑ Developed the Software Quality Assurance department in Uruguay Service Repair Solutions office, going from a plain structure with 6 Engineers to a structured hierarchy with 17 Engineers and an internship group.
- ❑ Gained vast experience interviewing/hiring staff, having hired more than 60 professionals during my career. Also, I created and manage a LinkedIn group of Uruguayans professionals in the Software Industry (currently with +3100 members) named "Uruguay IT", which gives me a strong professional network.
- ❑ Implemented the IT structure from ground zero in Vitelcom Mobile Technology Mexico manufacturing plan on time. This included a \$ 30,000+ server site, data network, voice network, CCTV system, production software system and the local help desk. To accomplish this project, I had to contact, select and coordinate third party vendors.

## Relevant Professional Experience

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### **Software Development Manager**

**2013**

Abengoa, Uruguay

Abengoa (Nasdaq: ABGB) is a multinational corporation in the energy and environment sector with a revenue of 9.76B (2013). It has a strong presence in Uruguay, where it operates through Teyma, CAP and Simosa IT, among other companies.

When I joined the company, I was asked to raise a software delivery center in Montevideo, which I manage now. I report directly to the Software Delivery Manager located in Abengoa headquarters in Seville, Spain.

- Ramp-up of Montevideo Software Delivery Center, implementing two development lines: BPM and JAVA.
- Implemented an internship program in conjunction with Universidad ORT.

### **Software Development Manager**

**2012**

Service Repair Solutions, Uruguay

Service Repair Solutions Inc. is a company which delivers solutions for the USA service and repair automotive industry, through its subsidiaries MPi, Identifix, Autopoint, iATN and SRS Insight. The corporate headquarters are located in Las Vegas, Nevada. I report directly to the Development VP located in the Utah office.

- Separated former team structure to agile product-based teams, reducing delivery time from several months to every week. To accomplish this I assisted the transition from all former QA department staff to Development department.
- During my management, the team improved the Portal product to support mobile devices running iOS & Android. Both projects were delivered on time.

**Software Quality Assurance Manager****2010 - 2012**

Service Repair Solutions, Uruguay

I reported directly to the QA VP located in the Utah office, being accountable for 3 teams with 17 persons and a local internship program. This time, I collaborated with the company doing planning, cross-functional team coordination, staff recruiting, mentoring and training.

- I detected the need of creating this department in Uruguay office and I developed it from former plain structure. This increased the QA department overall productivity.
- I developed the QA plan and coordinated the tasks involved for the company implementation of SaaS model over its flagship products.
- On 2011 I travelled twice to Vietnam office, where I trained the 14 persons QA team staff in-site.
- On 2010 I participated in the ramp up of Mexico Development team tutoring them over the company development standards.

**Software Quality Assurance Team Lead****2008 - 2010**

Service Repair Solutions, Uruguay

I was promoted to this position in 2010. I had in charge a 12 Engineers team, reporting directly to the Utah office. Among other duties, I was in charge of training, local hiring process, project QA planning and company development standards improvement.

- During this period, the company moved from a waterfall development method to an agile scrum development method. I Implemented scrum processes for my team on time.
- The Uruguay QA team experiment a sustained increase of its staff members due its good performance, which created the necessity of having new candidates more often than before. To support this new need, I developed an internship program with University students.
- As a side duty, I led the development of a 3D movement detection novel technology in conjunction with Universidad ORT. This ended in one new patent for the company.

**Software Quality Assurance Engineer****2006 - 2008**

Service Repair Solutions, Uruguay

In late 2006 I changed my residence from Mexico to Uruguay and I immediately joined Service Repair Solutions as SQA Engineer. The company was opening the Uruguay office at that time with the QA team. I performed in 3 software releases in this position, until I was promoted to Team Lead.

- I developed automate testing processes and test cases.
- Improved the product quality detecting and documenting more than 100 defects.

**IT and Development Dept. Manager****2004 - 2006**

Vitelcom Mobile Technology, Mexico

Vitelcom Mobile Technology is a cell phone company which ran a manufacturing plant in Cancun from 2004 to 2006. The plant was manufacturing most of the private brand handsets Telefonía Movistar used to sell in all Latin America, over an almost 24/7 production cycle. I joined the company from the very beginning of the Cancun facilities, reporting directly to the local COO.

- Implemented IT/IS department from ground zero.
- Developed assembly line station software which enabled the company to avoid country import taxes for one product, saving almost 1m dollars of taxes.

**Information Systems Dept. Manager****2003 - 2004**

Salmon Industry, Mexico

Salmon Industry is a beach clothes and souvenirs factory located in Mérida, Mexico, with 15 retail stores located in Mexican resorts. I worked there as Information Systems Manager for a year, being on charge of the Cancun and Mérida Help Desks.

- Improved support to audit and purchase departments with analytical data through the ERP system, which allowed detecting fraudulent movements from stores personnel and improve restocking
- Generated hardware maintenance procedures for retail stores

## Education

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CSM Certificate #000331151  
2014, Scrum Alliance

ITIL v3 Foundation Level # ITIL/MY760066  
2013, APM Group

PMP Certificate #1558455  
2012, PMI Institute

Certificate in Information Technologies Management  
2011, Universitario Autónomo del Sur

Computer Engineering (60% complete)  
2002, Universidad ORT

## Languages

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- Fluent in English
- Fluent in Spanish
- Basic Portuguese listening and reading
- Basic French reading

References available upon request