

Diego Ariel Chavez Ojeda

Mexico City, Mexico | diego.chavez.ojeda@gmail.com |
+52 558 390 2933 | [🔗 linkedin.com/in/diegoarielchavez](https://www.linkedin.com/in/diegoarielchavez)

Portfolio & Project Manager

Strategic operations and technology leader with 6+ years of experience driving **global programs, cross-functional delivery, and business alignment** in SaaS and technology organizations. Proven success leading teams of up to 25, managing multimillion-dollar initiatives, and building operational frameworks that scale. Skilled at implementing **governance, process automation, and data-driven reporting** that improve predictability and executive decision-making.

Core Competencies

- Strategic Planning & OKRs
 - Portfolio & Program Management (Agile, Hybrid, PMP)
 - Release Governance & Quality Management
 - Business Operations & Process Optimization
 - Workflow Automation (Python, APIs, Jira, Confluence, Zapier, n8n)
 - Capacity & Resource Planning
 - Stakeholder Management (C-Level & Global Teams)
 - People Leadership & Mentorship (up to 25 reports)
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Professional Experience

Unosquare – Portfolio Manager

June 2021 – Present | Mexico City

Progressed through multiple roles including Project Manager, Team Lead, Scrum Master Manager, and Delivery Manager before promotion to Portfolio Manager.

Unosquare is a global nearshoring services firm providing software delivery teams to enterprise clients across many industries

Portfolio Manager at Fujitsu America:

- Directed **Airstage Cloud Go Live**, coordinating 25+ global engineers, QA, and product stakeholders; achieved successful launch across multiple regions on schedule.
 - Designed and implemented a **software release governance framework**, integrating quality gates.
 - Automated **reporting workflows** (Jira → Confluence/Slack, Google Sheets → Excel), reducing manual reporting effort by **70%** and improving real-time visibility for executives.
 - Championed **Agile at scale** (Scrum, Kanban, scaled), enabling faster delivery and better cross-team collaboration.
 - Mentored 5 direct reports, fostering a **trust-based, no-blame culture** and supporting career growth across distributed teams.
 - Defined Process and policies (e.g. AI usage policy, project management tools, project prioritization)
 - Account delivery management activities, overseeing gross margin, performance management, staffing needs, training, etc.
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Totalplay – Project Manager

Jan 2021 – Jun 2021 | Mexico City

- Managed digital projects across **web development, mobile apps, and a fintech MVP**; successfully led delivery across 5 multidisciplinary teams.
 - Oversaw **vendor management**, aligning external partners with business and technical requirements.
 - Introduced Agile best practices to increase predictability and reduce delivery bottlenecks.
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I-VSP – Project Manager

Jan 2020 – Jan 2021 | Mexico City

- Delivered an **ERP development project** for enterprise clients, improving reporting capabilities and streamlining system adoption.
- Provided **IT project management consulting services** to optimize client technology operations.
- Account management for the top client

Education

- **Master of Engineering (M.Eng.), Information Technologies** – IEXE Universidad (*Oct 2023 – Mar 2025*)
- **Master of Business Administration (MBA), IT Management** – IEXE Universidad (*Jul 2021 – May 2023*)
- **B.A., International Business** – Universidad Simón Bolívar (*2014 – 2018*)

Certifications

Project & Program Management

- PMP – Project Management Professional (PMI)
- PMO-CP – Project Management Office Certified Practitioner (PMI)
- PMI-ACP – Agile Certified Practitioner (PMI)

Agile & Scaling Frameworks

- Certified Kanban Coach – IBQMI
- Scaled Professional Scrum (SPS) – Scrum.org
- Scaled Scrum Professional Certification (SSPC) – Certiprof
- Scrum Advanced Professional Certification – Certiprof
- Scrum Product Owner – Certiprof
- Scrum Master Professional – Certiprof
- Agile Coach – Certiprof
- Kanban Foundation – Certiprof

Other Frameworks & Practices

- ITIL V4 Foundation – Axelos
- Design Thinking Professional – Certiprof

Languages

- English - C2 (Native/Bilingual)
- Spanish - C2 (Native/Bilingual)
- French - Limited Working Proficiency