

DIEGO ARIEL CHAVEZ OJEDA

ENGINEERING STRATEGY & OPERATIONS | PORTFOLIO LEADERSHIP

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Engineering strategy and portfolio leader who helps software organizations turn priorities into clear governance, delivery rhythms, and decisions. Background spans portfolio management, people leadership, client delivery, account economics, and practical application of AI and automation across distributed technology teams.

~35 distributed engineering organization	Monthly software release cadence	~70% less manual reporting	~26 current people scope
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PROFESSIONAL EXPERIENCE

Chief of Staff to VP, Engineering Operations

Portfolio Management responsibility | Unosquare, Client Engagement: Fujitsu / Airstage Cloud

Jun 2021 to Present | Mexico / Global

Lead portfolio governance and executive coordination for Airstage Cloud, a distributed product spanning software, firmware, hardware, QA, security, and support.

- **Lead the portfolio cadence with project leads and functional directors, bringing milestones, dependencies, capacity constraints, and release decisions into one view while delivery teams retain day-to-day ownership.**
- **Helped move the delivery model from traditional project management toward Agile, hybrid, Kanban, and more autonomous squad-based ways of working.**
- **Built release governance across quality gates, capacity planning, and readiness checks, helping the product move from roughly annual monolithic deployments to at least monthly software releases.**
- **Reworked portfolio intake and executive reporting around the decisions leaders needed to make; applied AI-assisted workflows, Python scripting, and automation to recurring reporting processes, reducing manual effort by approximately 70%.**
- **Defined how support and engineering work together across L1/L2/L3, including escalation paths, ticket routing, and SLA ownership.**

People Success Lead

Unosquare, Internal Leadership

Current

Parallel internal leadership track focused on the people systems that sustain client delivery across multiple accounts.

- **Lead the employee lifecycle for ~26 people, including culture fit, placement, development plans, training, promotions, compensation reviews, PIPs, and termination processes within established policy.**
- **Partner with managers and employees on performance, role changes, and exceptions, balancing business needs, career development, and organizational standards.**

EARLIER UNOSQUARE LEADERSHIP

Team Lead, Delivery Services, Account Delivery Manager

2021 to Present progression

- Grew from leading ~10–12 people to account delivery responsibility for ~25–30 employees, combining people development, client feedback, staffing, rates, and delivery health.
- Connected talent decisions with account economics by repositioning senior profiles into better fit opportunities, promoting successors, renegotiating rates, and refreshing vacancies with current market economics.
- Handled sensitive client and employee situations including performance concerns, PIPs, exits, terminations, and role transitions.

EARLIER EXPERIENCE

Project Manager | Totalplay

Jan 2021 to Jun 2021 | Mexico City, Mexico

- Led digital initiatives across five multidisciplinary teams spanning web, mobile, and fintech in a regulated environment, coordinating internal stakeholders and external vendors.
- Aligned iterative delivery with approvals, traceability, and governance requirements, an early foundation for a principle I still use today: control should increase confidence without stopping delivery.

Project Manager | I-VSP

Jan 2020 to Jan 2021 | Mexico City, Mexico

- Delivered ERP implementations and software development work for enterprise clients, combining project delivery, operational improvement, adoption support, and management of the organization's top client relationship.

CORE STRENGTHS

ENGINEERING STRATEGY & OPERATIONS Portfolio & Program Management · Engineering Governance · Operating Models · Capacity Planning · Organizational Change

BUSINESS & ACCOUNT OPERATIONS Account Delivery · Staffing Strategy · Rate & Gross Margin Awareness · Vendor Management · Client / Stakeholder Alignment

PEOPLE LEADERSHIP Performance Management · Career Development · Culture Fit · Training · PIPs · Compensation & Promotion Reviews

EDUCATION & CREDENTIALS

M.Eng., Information Technologies, IEXE Universidad | 2023 to 2025

MBA, IT Management, IEXE Universidad | 2021 to 2023

B.A., International Business, Universidad Simón Bolívar | 2014 to 2018

Selected certifications: PMP® · PMI-ACP® · PMO-CP® · ITIL 4 Foundation · AWS Certified AI Practitioner · Claude 101 (Anthropic)

TOOLS & LANGUAGES

ENGINEERING & BUSINESS SYSTEMS Atlassian Administration · Jira · Jira Service Management · Confluence · Jira Automation · GitHub · GitLab · ClickUp · HubSpot CRM

GENERATIVE AI & AUTOMATION Generative AI · LLM Tooling · AI-Assisted Workflows · Local LLM Deployment with Ollama · Python Scripting & Automation · REST APIs · n8n · Zapier · ChatGPT · Claude · Claude Code · Codex

TECHNICAL FLUENCY Docker · Linux/Ubuntu · AWS · Bitbucket | **LANGUAGES** Spanish: Native/Bilingual · English: C2 · French: Limited Working Proficiency