

DAVID OCHOA

IT SOLUTION DELIVERY/AGILIST

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OBJECTIVE

A seasoned agile leader with extensive experience in leading customer systems business requirements and delivering application solutions. Developed and executed strategic plans, managed budgets in alignment with objectives, leveraged emerging technologies, and applied Agile Framework, SDLC, and project management. Exemplifies professionalism and ability to manage multiple projects and tasks at any given moment. A decisive skill to drive cross-business teams in resolving conflicts, achieving compromise, and reaching timely agreements on shared best practices and solutions. Demonstrated leadership qualities and the ability to work with and manage individuals from varying backgrounds while promoting team values. Experienced IT Director with a proven track record of leading agile application development projects to successful completion. Skilled in strategic planning, team management, and implementing innovative technologies to drive business growth.

EXPERIENCE

Aug 2022—Mar 2024

Director IT, Application Development

American Integrity Insurance Company—Tampa, FL

- Oversaw the IT Application Development Department for American Integrity Insurance Systems (Guidewire—InsuranceNow) projects. Optimized IT team structure (Onshore-Offshore) and recruited and trained new members. Directed and motivated project teams onshore and offshore to work agilely (SAFe, SCRUM, Lean, Kanban).
- Managed three direct managers (BA/Dev/QA) and supervised four project delivery managers with a 45-50 full-time employee (FTE) /distributed contractor team. Ensured adherence to company policies and project completion within timelines and budget. Achieved desired project outcomes and developed professional relationships with managers and staff.
- Established and communicated IT Application Development vision, strategy, and goals. Govern the implementation of new technological improvements to optimize delivery services.
- Led annual regulatory compliance initiatives for insurance products, pricing, and business systems. Ensured adherence to regulations while enhancing business performance.
- Acting as a liaison between technical and business agile teams, facilitating the seamless design, development, and implementation of key IT initiatives, ensuring a successful launch from conception.
- Analyzed the project initiatives and obtained necessary equipment, outsourced solutions, and software.
- Successfully led the IT delivery process and documentation in Confluence, ensuring the establishment of repeatable processes with confidence.
- Directs IT operations, analyzing workflow, establishing priorities, developing standards, and setting deadlines.

KEY SKILLS

- Team Leadership
- Team Management
- Strategic Planning
- Agile Development
- Agile Transformation
- Agile Coach
- Scrum, Kanban, Lean
- Event Planning and Execution
- Release Train Engineer
- Pre & PI Planning
- Inspect & Adapt
- SDLC
- OKR, KPI
- IT Delivery Services
- Process Improvement, Management
- Production Support
- Software Quality Assurance
- Budget Management
- Project Management
- IT Delivery Services
- Risk Management
- Vendor Management
- Problem Solving
- Jira, Rally, Confluence

- Organized quarterly planning (SAFe PI Planning) to align company vision, discuss features, plan roadmap, and identify cross-team dependencies.
- Formed IT Project Management Office (PMO) proactively evaluated project status to mitigate risks, ensuring on-time, on-budget lean portfolio delivery.
- Change Agent: Spearheaded organizational transformation using Agile methodologies and principles, including the Scaled Agile Framework, Lean Portfolio Management, Scrum, Value Stream, and MVP delivery.
- Led IT team to successfully implement new software systems and technologies. Developed and maintained IT policies and procedures to improve operational efficiency.
- Oversaw a \$16M budget to ensure timely project completion and resource allocation aligned with department goals. Managed vendor relationships and negotiated contracts to optimize cost savings.
- Collaborated with UW and Sales and Marketing to improve agency features, including API connection for insurance agents, better business rating applications, more efficient policy quoting, and enhanced customer service.

Accomplishments:

- Hired additional qualified resources through a thorough recruitment process, optimized the IT team's structure, and increased its efficiency.
- Restructured IT delivery teams to align with business value streams for improved collaboration, product value throughput, and team performance velocity, enabling better forecasting and predictability.
- Acquired Jira Software, Confluence, and Xray to track progress, prioritize backlog, and streamline workflow. This resulted in a significant increase in project efficiency and business value delivery.
- Fortified the QA team with both manual and automated testing using Selenium and Xray to enhance software quality and decrease delivery time.
- Implemented delivery policies to standardize and ensure consistency in adopting SAFe PI planning for agile teams.
- Implemented CAB (Change Advisory Board) and Change Control (Jira) system processes to balance innovation and stability, safeguard against disruptions, and secure business operations.

Oct 2017—Jul 2022

**Agile Coach, Release Train Engineer (RTE), Scrum Master
Citizens Property Insurance—Jacksonville, FL**

- Coached multiple Agile teams (IT and non-IT) in adopting and implementing SAFe, Scrum, Lean, and Kanban practices.
- Facilitated team collaboration and communication to deliver high-quality products successfully. Coached teams on Agile principles and practices and facilitated Agile ceremonies and workshops.
- Agile Coach: Implemented and utilized Agile metrics and tools to track progress effectively and optimize the team's agile maturity and performance.
- Collaborated with key stakeholders OKR to prioritize and track release deliverables, ensuring project objectives were promptly and efficiently met.
- Led release planning and coordination for cross-functional teams to deliver software enhancements. Utilized problem-solving skills to identify and address product performance issues.
- Guided senior leadership on Agile principles and coached product owners on refining backlog management, prioritization, and stakeholder engagement strategies.
- Facilitated quarterly PI planning sessions for cross-functional teams to align on priorities and dependencies.

Accomplishments:

- Developed detailed procedures to aid Scrum Masters and Agile teams in their preparation for PI Planning.
- Coached Product Owner on backlog prioritization, ranking, and decomposition of initiatives and epics into smaller user stories for agile delivery.
- Release Train Engineer: 20+ PI Planning Event (Onsite/Virtual)
 - Designed a schedule to support the organization's agile ceremony cadence, including pre-PI, PI Planning (30-35 Company Agile Teams), Inspect & A, ART Sync, Sprint Planning, and IP Sprints.
 - Prepared supporting artifacts presentations to aid in executing and facilitating PI Planning Day events.
 - Supported the Agile team in creating their PI Plan, facilitating discussions to address risks and dependencies, removing impediments, and ensuring successful delivery of forecasted work.
 - Coached agile teams in scrum ceremonies, particularly self-organizing teams, to maintain velocity and improve the predictability of value delivery.
 - Promotes continual improvement--after each PI Planning, conduct a retrospective to identify areas for continuous improvement in organizational collaboration and incremental value delivery.
- Formed and facilitated organization Communities of Practice (CoPs) that provide a collaborative environment for participants to learn best practices, share experiences, and stay updated with emerging trends and technologies in agile methodologies.

Jun 2014—Oct 2017**IT Consultant-Systems Application Development, Scrum Master****Citizens Property Insurance Corporation—Jacksonville, FL**

- Developed and implemented policies for IT Incident Management to enhance system support.
- Implemented monitoring tools to identify and address system issues proactively. Designed/Developed/Delivered weekly production metrics and summarized reports.
- Perform production support role on Core Application Systems utilizing Tier Methodology Process. Facilitate weekly incident production calls to brief stakeholders on enterprise production health status.
- Coordinated escalation and resolution of significant service issues; ensured incident root cause analysis (RCA) are performed to prevent future occurrences.
- Partnered with Product Owner/Delivery Manager to ensure sprint backlogs are aligned with business priorities.
- Collaborated with the Core Department to implement Lean-Agile SAFe frameworks, practices, and principles.
- Supervise system application development delivery for all Content-Document Management System applications.
- Project-managed the Core knowledge transfer for over 150 contingent worker resources, ensuring the organization is self-sufficient and capable of sustaining Core Guidewire-Suite systems once transitioned.
- Managed Commercial Legacy Systems Retirement Strategy Plan.
- Managed project budgets and timelines, ensuring successful delivery of IT projects.

- Scrum Master: Effectively supports four Agile Teams, providing guidance to the Product Owner on the product backlog and to the Agile team on Scrum delivery practices to ensure successful incremental value delivery.
- Managed vendor relationships to ensure compatibility and effectiveness of insurance system software (Alfresco, SmartComm, Ephesoft).

Apr 2007—Jun 2014

Commercial Lines Systems Manager

Citizens Property Insurance Corporation—Tampa, FL

- Responsible for overall Commercial Lines System development strategic plan and operation. Oversee Commercial Application Systems SDLC; monitor, coordinate, direct, and design all development activities, including establishing attainable goals, objectives, and work plans.
- Facilitated Commercial Lines System Steering Committee and Stakeholders Meetings. Maintain relationships with key stakeholders to ensure systems planning aligns with business priorities.
- Administer monthly system financial budgets and invoices, including annual forecasting and strategic roadmaps; meet business requirements while maintaining annual expenditures within an approved budget.
- Managed insurance projects and supervised regulatory compliance initiatives for Commercial Lines Systems. This included overseeing the annual rate filing, policy form changes, the Accounting Pay Plan, and system upgrades.
- Spearheaded eDocs System, Cedar, Pitney Bowes, and CSC/Pinnacle policy content inquiry system and document output delivery services. Ensured accurate processing and indexing of policy documents.
- Reviewed and certified the Commercial Lines Systems' backup and disaster recovery procedures/plans annually to support Hurricane Catastrophe annual preparedness.
- Provide oversight on application systems project release and change control management processes.
- Implemented CRM and web-based inquiry systems, policy forms, historical data migration, and legacy system retirement.
- Streamlined workflow processes to optimize system utilization and reporting capabilities. Strategically plans and coordinates legacy systems retirement.
- Supervise and manage 20 IT technical/support staff in Tampa, including hiring, training, evaluating, disciplining, and recommending staff for discharge.
- Reviewed the RFI/ITN and vendor proposal response for the Core Systems Solution solicitation.
- Oversaw project requisition and implementation of Thunderhead-SmartComm, Alfresco, and Ephesoft for Document Content Management system.

Feb 2006—Mar 2007

Software Quality Assurance Analyst

Citizens Property Insurance Corporation—Tallahassee, FL

- Developed and executed test plans and scripts to validate requirements and functionality. Utilized automated testing tools to streamline testing processes and increase efficiency.
- Collaborated with development teams to improve software quality and resolve technical issues.

- Conducted comprehensive testing on software applications to identify defects and ensure functionality. Identified and reported software defects for timely resolution and quality assurance improvement.
- Collaborated with development teams to optimize testing processes and enhance product quality.
- Developed and executed test cases, scripts, and plans for software testing. Documented test plans and results to track software quality throughout development.

Jan 2001—Jan 2006

Senior Functional Analyst

HQ Standard System Group, Maxwell AFB—Montgomery, AL

- Senior Functional Analyst on Combat Ammunition System (CAS) Automated Information Technology (AIT).
- Developed and implemented System Engineering Process with Capability Maturity Model Integration.
- Evaluated customer requirements and developed documents such as Statements of Objective and Statements of Work, which were used to make source selections on government contracts.
- Lead team in Program Management Reviews, Functional Requirements Boards, and Technical Interface Meetings.
- Evaluated, Tested, and integrated new wireless technologies in support of supply management inventory. Performed Unit, functional, and integration testing, utilizing Mercury Tools (Test Director, WinRunner)
- Successfully tested and evaluated security client software for wireless network infrastructure. Prepare and present briefings and correspondences for management review.
- Led functional System tests to ensure compliance with system requirements and Software Engineering Processes · Developed test methodology procedures and participated in test plan/execution review.
- Performed quality assurance on deployed system changes that improved performance and corrected defects.
- Supported worldwide system administration and application trouble calls using the Remedy Software tracking tool for 43 hosts and 148 satellite units.
- Tested technical operation manuals' usability and accuracy for system server upgrades and maintenance.
- Application software trainer; facilitated functional application training for USAF personnel at various locations.

Jan 1994—Jan 2001

IT Manager/Computer Specialist

424 ABS SQ Royal Air Force Base Fairford, United Kingdom 1994-1997; 18th Munitions Maintenance Squadron, Kadena Air Force Base, Okinawa Japan 1997-2001

- Performed and supervised CAS-B system administrative duties such as software upgrades, monitoring server performance, analyzing and researching audit logs, batch logs, backups, and the disaster recovery process in case of hardware or software failures.
- Specialize administrator with years of increasing experience in Database/Unix System Administration, Network Management, Software Requirements, Data Analysis, and Information Management Systems.
- Evaluate instructions for implementing, configuring, troubleshooting, and operating standard software.

- Supervised and managed 12 personnel assigned to the CAS-B office.
- Provided technical support and training to end users, ensuring seamless operation.

CERTIFICATIONS & COURSES

- ICP - BAF Certified Professional - Business Agility Foundation; August 2019
- ICP-ACC Certified Professional Agile Coaching; September 2018
- ICP-ATF Certified Professional Agile Team Facilitation; September 2018
- Certified Enterprise Agility Coach (CEAC); Chicago State University; July 2019
- SAFe Release Train Engineer (RTE), 2018
- SAFe 4.5 Program Consultant (SPC), 2018
- Management 3.0, 2018
- SAFe PM/PO; July 2016
- Certified Scrum Master (CSM), Dec 2017
- Scrum Agile Training, March 2012
- CobiT Foundations, IT Governance Institute/ISACA, 2009
- ITIL v3 Foundation, Jan 2009
- Developing Software Testing and Quality Assurance Techniques, ASPE, 23 Jan 2007
- IT Infrastructure Library (ITIL) - IT Service Management, 18 Aug 2006
- Air Force Institute of Technology:
 - Software Project Monitoring and Control CSE-480, Oct 2005
 - Software Project Initiating & Planning CSE-479, Sep 2005
 - Introduction to Software Engineer CSE-481, Jul 2005
 - Software Engineering Management, Sep 2001
 - Software Engineering Process/Testing, 1 Aug 2001
 - Software Engineering Process/Orientation, 19 July 2001
- Defense Acquisition University:
 - Basic Software Acquisition Management SAM 101, May 2005
 - Basic Information System Acquisition IRM 101, Oct 2004
 - Fundamentals of Systems Acquisition Management AQC 101, May 2004
- Quality Air Force Awareness Course, 10 October 1995
- Total Quality Leadership Awareness Course, 7 Dec 1993

Recommendations: [\(1\) Recommendations | David Ochoa | LinkedIn](#)