

Carlos Cateriano
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EDUCATION

Florida International University, Miami, FL
Master of Science in Engineering Management
Graduation Date: August 2018

University of Florida, Gainesville, FL
Bachelor of Science in Industrial and Systems Engineering
Minor Degree in Business Administration
Graduation Date: December 2008

WORK EXPERIENCE

AutoNation, Miami, FL

Sr Business Architect/Manager – Business Architecture

June 2019 to Present

- Senior Business Architect/Manager focused on vehicle sales services and integrated systems.
- Cross functional focus on developing and maintaining real-world business capabilities aligned with Corporate Strategy.
- Leverage business capability mapping and process modeling techniques to translate strategic and business initiatives into delivery-focused change initiatives across IT, Marketing, Sales, Service, and Business teams and stakeholders.
- Provide cross functional Technology leadership from vision through planning, execution and support to realize business and functional goals.
- Engage in the design of capability models and related architectural solutions of business tasks, mapping capability functionality to internal and external resources.
- Develop business transformation plans jointly with business management, guiding the build of solutions to meet requirements and handing solutions to the delivery and operational business functions of the company.
- Facilitate the transition of the business transformation plan into real-world solutions, including the delivery plan and management of execution to achieve defined goals.
- Collaborate on architectural governance and controls over implementation.
- Partner with leaders within Technology as well as Product Owners and Project Managers to: standardize and prioritize business initiatives; align and manage technology teams to delivery scope; facilitate focus on Value Driven Delivery; track delivery of functional goals.
- Manage capabilities and relationship with vendors and third-parties required to deliver solutions, to ensure alignment with the vision, desired target state, and the benefits they bring to the business.
- Provide current state assessment in order to provide rationale, feasibility and timeline for delivery investments.

Momentum Consulting Corp, Miami, FL
Senior Consultant – Digital Technology Delivery

May 2018 to June 2019

Client – AutoNation – Business Architecture

- Senior consultant for the business architecture division under the digital technology umbrella.
- Acted as lead business architect, business systems analyst, SME, scrum master, or project manager based on project need and scope.
- Led new implementation and process improvement initiatives of innovative and complex projects, such as CRM conversion pilot, digital performance dashboards, lead management system enhancements and internal/external API integrations.
- Built strong relationships with the PMO, UX, UI, BI, QA and backend teams.
- Engaged with multiple cross-functional resources, operating in a Scrum, Kanban or Waterfall environment.
- Proactively communicated with product owners and stakeholders, becoming the bridge between IT and the business.
- Created and delivered project artifacts, such as conceptual workflow designs, sitemap flowcharts, scope documents, IDEF0 diagrams, API integration definitions, high-level project epics and features, and detailed functional and technical user stories.
- Managed TFS/VSTS environment during the life of the project, including team assignments, backlogs and tasks, Kanban boards, sprint performance, and dashboards.

Assurant Group, Miami, FL

Lead Business Systems Analyst – Digital Technology Delivery

October 2016 to May 2018

- Role of lead enterprise-level business systems analyst for the revamp, restructure, development, implementation and management of major internal Assurant sites, including www.assurant.com and www.myassurantbenefits.com
- Role of lead business systems analyst for the implementation and delivery of digital solutions, such as sales portals, white label portals, self-service websites, for international and domestic clients
- Acted as consultant, scrum master, project manager, and proxy product owner based on project scope
- Interviewed stakeholders, clients, and implementation teams to gather business/functional requirements, identify dependencies, and understand processes to design appropriate solutions
- Worked and build relationships with all core team members, including the project manager, product owner, system architect, security lead, UX/UI designers, QA team, and other development resources
- Effectively drove projects by applying agile or waterfall frameworks: set up sprint and daily standup schedules; create user stories; identify impediments; track deliverables; host demo and retrospective sessions; manage kick-off, go-live, and warranty periods
- Applied tracking and continuous improvement methodologies to a wide range of products by utilizing and adopting systems integration tools, such as TFS, Jira, and SharePoint

Business Systems Analyst III– Property Operations

November 2014 to October 2016

- Role of lead analyst and SME during the implementation, consulting, support and training of the in-house applications for insurance tracking
- Reviewed and provided project scope estimates of effort, duration and resource utilization, driving the overall management of projects

- Managed project deliverables, including business and functional requirement documents, status reports, risk assessments, and deployment
- Communicated status, business impacts and system changes to team members, business partners, sponsors, management and other interested parties
- Provided technical expertise on complex initiatives by recommending and implementing system enhancements that promote efficiency, compliance and growth
- Led and mentored other team members with on-the-project management and system development methodologies
- Maintained a thorough understanding of business processes and related systems for supported business units and system interfaces

Fidelity Information Services (FIS), Orlando, FL

Implementation Analyst III– Integrated Deposits Origination October 2011 to November 2014

- Worked with the implementation, training, and consulting of HORIZON applications and interfaces, including Integrated Deposits Origination (iDO), within Financial Services
- Managed the implementation process for new iDO cross-sell products, including eSignature for TOPAZ pads and iPad devices
- Developed understanding of client needs through remote and on-site information gathering sessions with executive counterparts to pinpoint their efficiencies, best practices, and bottlenecks to consult feasible solutions accordingly
- Trained client senior management on system workflows of all deposit applications and interfaces
- Worked with client compliance officers to determine and build document packages for the account opening processes, which included Wolters Kluwer documents, static forms, and customized forms, depending on the state
- Worked on multiple requests for Professional Service that varied from continuous improvements consulting to new product implementation
- Acted as an on-site resource during conversion week: Answered questions, maintained data, made bank control changes and conducted last minute training when necessary

Implementation Analyst II – Customer Relationship Management October 2010 to October 2011

- Worked with the conversion process of the client’s CRM to HORIZON core, which included Customer File, Fiserv ITI, BancPac, and Bankway
- Developed understanding of client customer files through on-site information gathering and discovery sessions
- Determined data mapping tables and queries for programmers and product workflow documentation
- Worked closely with the conversion team and data centers during bank control setup, data validation, and functionality testing phases
- Reviewed and updated software customization requirements with the programming team
- Initiated overnight go-live conversion processes, created data reports, maintained data, and conducted last minute training when necessary

SKILLS

Language – Fluent in English and Spanish

Computer – TFS/VSTS, Sitefinity CMS, C#, SQL, Visio, SAP ERP, Electronic Data Interchange (EDI), VB.NET, Microsoft Office Suite

CERTIFICATIONS

October 2018 – Professional Scrum Master (PSM I) – Scrum.org

October 2018 – Team Kanban Practitioner – Lean Kanban University

November 2017 – SAP Business Suite – FIU, SAP University Alliances