Alejandro Sierra

Delivery Manager | Multi-Team Programs & PMO | Data-Driven Delivery | AI-Native | Quality Engineering Background

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SUMMARY

ICAgile-certified Delivery Manager with 10+ years in software and 5+ years leading teams, owning predictability and outcomes across multi-team programs and several clients. I own the full people cycle, from hiring to performance and salary reviews, and report to C-level on standardized metrics. I build quality into delivery, lead AI-driven sales initiatives and fixed-price scoping, and drive AI adoption with tools teams use every day.

WHAT I LEAD

- **Delivery for large clients:** multi-team programs with multi-million-euro budgets for several enterprise clients at once, as the main delivery contact for client stakeholders.
- **People:** hiring and exits, annual performance and salary reviews, mentoring and individual growth plans.
- **Executive reporting:** C-level and annual reports built on standardized metrics (DORA, delivery KPIs).
- **Commercial:** AI-driven delivery and QE sales initiatives with clients, RFPs, pre-sales and fixed-price scoping.
- **Training and AI adoption:** workshops and training programs, talks on quality and delivery for different roles, and alliances to strengthen the QE role where development is done with AI agents.

IMPACT AT A GLANCE

- **56 engineers and 25+ teams** under my delivery governance, with **zero-effort DORA reporting** across 52 Jira projects and 65+ repositories.
- **88% fewer production incidents** and **97% of defects contained** before business impact, with no extra headcount or spend.
- **+28% test effectiveness across 20 projects in 5 months** without changing any delivery date agreed with clients.
- **20+ teams onboarded to performance testing in 15 days** during a production block.

SELECTED WORK

Delivery Radar: measure any team with the same criteria (own product, 2026). Connects to Jira and to GitLab, GitHub or Bitbucket, applies 23 rules across 8 dimensions and returns prioritized findings with traceable evidence, not bare percentages. A new client is a configuration file, not new code.

Delivery operating model and AI-native PMO (Sngular, 2025–2026). Wrote the Delivery Manager operating framework (role, four measurement pillars, escalation protocol) and the AI skills the PMO uses to turn open-ended requirements into fixed-price, estimable projects.

From a marketing idea to a commercial offer: Sngular × Xray webinar (2026). Owned the content, demo and script of From Tests to Intelligence: Orchestrating Agentic QA with Xray, Playwright & AI, presented by Sngular and Xray on 18 Nov 2026: a ready-to-sell proposal and a new path to demand for QE services.

EXPERIENCE

Delivery Manager AI-Native, Quality Engineering & PMO Enablement — Sngular

Jul 2025 – Present

- Own predictability and outcomes across multi-team programs (56 engineers, 25+ teams).

- Built the four-pillar measurement system (Impact, Efficiency, Quality, Velocity) that auto-tracks DORA metrics, later productized as Delivery Radar.
- Enable fixed-price delivery through the PMO's AI scoping skills and QE estimation.
- Own quality inside delivery: new quality model across 25+ teams (88% fewer incidents); built QA Autopilot, which turns a specification into a quality plan from day one.
- CTO Office member, shaping technical strategy and AI adoption.

Delivery & Quality Engineering Lead — Sngular
Jun 2024 – Jul 2025

- Led teams, budgets and client relationships, including SLAs and technical proposals; set test strategy and CI/CD on Docker and Kubernetes; ran technical hiring.

QE Manager — Orange Bank
Jun 2022 – Jun 2024

- Led QA teams in an international, English-speaking bank; reported quality and performance to stakeholders; worked with PO/BA on acceptance criteria and aligned testing with DevOps and DevSecOps.

DevOps Engineer — Devo (Feb 2021 – Jun 2022) and TUI (Jan 2020 – Feb 2021)

- AWS, Kubernetes, Terraform and CI/CD in Scrum/Kanban teams. This is why I plan around infrastructure and testing instead of after them.

Earlier experience (2016–2020)

- Senior Quality Engineer at Endalia (project manager on client kick-offs); Software Developer at SERIKAT, Audinfor System and KPMG.

SKILLS

- **Delivery and governance:** multi-team programs, PMO enablement, DORA and delivery KPIs, budgets, SLAs, escalation, Scrum/Kanban.
- **Commercial and stakeholders:** RFP and pre-sales, fixed-price estimation, go-to-market; executive reporting; Marketing, sales and partners (Atlassian, Xray).
- **AI and technical:** AI-assisted delivery, AI-driven sales, governance of AI-generated code (Claude, Gemini Enterprise); CI/CD, AWS, Kubernetes, Terraform, Jira/Xray.

CERTIFICATIONS, EDUCATION, LANGUAGES AND WRITING

- **Certifications:** ICAgile ICP-APM, Agile Project and Delivery Management (2026) · Google Gemini Enterprise Agent Development (2026) · Google Enterprise AI Governance (2026) · Building with the Claude API, Anthropic (2026) · ISTQB CTFL (2021) · LPIC-1 (2022) · PCEP (2021).
- **Education:** Technical Degrees in Web Application Development, Multiplatform Application Development and Systems Administration (2015–2019).
- **Languages:** Spanish (native) · English (full professional) · Dutch (elementary).
- **Writing:** 7 articles on Medium on delivery and quality, including Scrum in the Agentic Era · 19 public repositories on GitHub.