

HENRIQUE BOLIVAR

St. Petersburg, FL | 305-912-7818 | bolivar.henrique@gmail.com | [linkedin.com/in/hibolivar](https://www.linkedin.com/in/hibolivar)

SUMMARY

Engineering Enablement & Technical Delivery Leader with 7+ years of experience across product execution, design operations, technical development operations, and AI enablement in enterprise FinTech, software delivery, and UX-informed environments.

- Brings a Computer Science foundation, Agile leadership background, UX design training, and hands-on AI adoption experience to improve how product, engineering, QA, and business teams plan, sequence, document, and deliver complex technical work.
- Experienced leading delivery governance across 8 cross-functional teams, building Jira-based reporting structures, coordinating quarterly planning, managing feature sequencing, improving backlog hygiene, and translating delivery health into leadership-ready insights.
- Known for strengthening team operating models, coaching AI tool adoption, developing Microsoft 365 Copilot agents, reducing execution friction, improving documentation access, and creating clearer systems for capacity, risk, dependency, and workflow visibility.

SKILLS

- Design Operations Leadership	- Dependency Management	- Backlog Readiness
- Technical Development Operations	- Delivery Metrics & KPIs	- Feature Sequencing
- Engineering Flow Enablement	- Workflow Optimization	- Risk & Blocker Management
- UX Operations Management	- Cross-Functional Team Leadership	- Cross-Functional Coordination
- Portfolio Visibility	- Executive Reporting & Storytelling	- Stakeholder Communication
- Operating Model Governance	- Technical Product Delivery	- Product Documentation
- Jira Governance	- Product Execution Management	- Leadership Reporting
- Backlog Hygiene	- Agile Delivery Governance	- AI Enablement & Coaching
- Quarterly Planning	- Software Delivery Lifecycle	- Microsoft 365 Copilot Agents
- Capacity Planning	- Jira Workflow Management	

EXPERIENCE

FIS (Fortune 500 Multinational FinTech Company)	Remote
<i>Value Stream Enablement Lead</i>	<i>May 2025 – July 2026</i>
▪ Led engineering enablement for 8 development teams across a 100-150-person organization, creating clearer ways for leaders, developers, testers, and delivery partners to understand goals, surface blockers, and act on shared execution priorities. ▪ Redesigned the taxonomy and governance for 40,000+ SharePoint assets across 13+ libraries, converting fragmented repositories into a centralized, UX-informed knowledge environment. ▪ Directed migration governance and led PowerShell-based recovery of 7,000+ critical assets after an automated retention event, preserving onboarding and delivery continuity. ▪ Built bi-weekly delivery reviews and monthly leadership reporting across 8 teams, translating Jira throughput, capacity, dependency, and epic-aging signals into earlier risk visibility. ▪ Developed Microsoft 365 Copilot agents and prompt workflows across a 150-person engineering ecosystem, embedding AI-assisted discovery and documentation support into everyday work. ▪ Coordinated 40+ features per quarterly planning cycle, aligning scope readiness, capacity inputs, dependencies, risks, and stakeholder expectations to protect delivery commitments and create a more predictable execution model. ▪ Guided engineering, QA, product partners, and delivery leads toward stronger intake discipline, clearer requirements, better dependency visibility, and more consistent handoffs across planning, refinement, execution, and review cycles.	
<i>Senior Agile Coach</i>	<i>June 2023 – April 2025</i>
▪ Coached 5 software development teams on planning, refinement, and delivery habits, strengthening sprint commitment reliability across product, engineering, and QA. ▪ Instituted Definition of Ready and acceptance-criteria practices that surfaced ambiguity before work entered active development and improved product-to-engineering handoffs. ▪ Coordinated dependencies, approvals, and audit traceability across hundreds of annual payment-platform changes, contributing to an approximately 35% reduction in post-release defects.	

- Utilized Jira, team discussions, and delivery observations to identify recurring workflow friction, coaching teams on practical adjustments to improve sprint execution, collaboration quality, and team accountability.
- Promoted a more user-aware delivery mindset by encouraging clearer documentation, better intake language, stronger refinement questions, and cleaner handoffs between product intent, technical execution, QA review, and team adoption.

Agile Coach

April 2019 – May 2023

- Coached 2-3 cross-functional teams on backlog refinement, release coordination, and working agreements, increasing planned-versus-completed reliability by an estimated 15% across continuous release schedules.

INTERNSHIPS

UX Designer | MARTA (Metropolitan Atlanta Rapid Transit Authority)

2017

- Conducted 20+ interviews, surveys, and usability tests to identify internal workflow pain points, translating findings into wireframes and prototypes aligned with MARTA's enterprise design system.
- Designed and deployed self-service digital workflows that replaced fragmented manual intake steps, reducing support turnaround time by 90% and improving consistency across internal employee processes.
- Mapped user needs and prototyped design-system-aligned interaction flows that made employee-facing applications easier to navigate and faster for developers to implement.

CONSULTING WORK

UX & Product Design Consultant

2019 – 2025

- Completed project-based UX and product design work across healthcare, fintech, and SaaS clients, applying user research, workflow analysis, journey mapping, interface layout, and usability review to improve digital experience clarity.
- Translated user needs, process gaps, and product requirements into wireframes, prototypes, design recommendations, and clearer interaction flows for healthcare, fintech, and SaaS projects.
- Applied a design-thinking lens to technical and operational problems, connecting research insights, information organization, usability considerations, and development feasibility to support more user-aware product delivery.

CERTIFICATIONS

Google UX Design Professional Certificate | Google

2025

SAFe 6 Release Train Engineer (RTE) | Scaled Agile, Inc.

2022

SAFe 6 Scrum Master (SSM) | Scaled Agile, Inc.

2022

Professional Scrum Master I (PSM I) | Scrum.org

2021

User Experience (UX) Nanodegree | Udacity

2021

EDUCATION

Bachelor of Science, Computer Science | Florida Polytechnic University

ADDITIONAL INFORMATION

Technical Skills: Figma, Miro, Jira, Confluence, SharePoint, Microsoft 365, Copilot Agents, PowerShell, Slack, ChatGPT, Gemini, Perplexity, Ollama

Languages: Bilingual in English and Spanish