

## Contact

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## Top Skills

Azure DevOps Services  
Financial Planning  
Strategic Vision

## Languages

Português (Native or Bilingual)  
English (Native or Bilingual)  
Espanhol (Limited Working)

## Certifications

Brigadista Civil  
Certified ScrumMaster (CSM)  
Advanced Certified Scrum Developer

# Alex Marmute

Senior Technical Product Manager | LLM, Automation and Gen AI Enthusiast | AI in Product Management | Cloud Migration & Modernization | OpenClaw | Data-Driven Decision Making  
Rio de Janeiro, Rio de Janeiro, Brazil

## Summary

With over 13 years of experience, I specialize in technical leadership, reliability engineering, and business strategy. As a Senior Technical Product Manager at Daniel Law, I lead the implementation of innovative IA automations, oversee third-party partnerships, and collaborate with executives to streamline financial processes. I also guide and mentor Product Owners, fostering a culture of growth and knowledge sharing within the organization.

My professional journey reflects a dedication to digital transformation and enhancing operational efficiency. By leveraging my expertise in technical leadership, I strive to empower teams, align technology with business objectives, and deliver impactful results that drive organizational success.

Technical Leadership, ProdOps, Reliability Engineering, Agile Coaching, CI/CD & Automation, Data-Driven Decisions, Azure DevOps, Power BI, Scaling Agile (LeSS / Kanban).

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## Experience

### Zurich Insurance

Lead Technical Program Manager  
June 2023 - Present (2 years 10 months)  
Remote

In general:

- Used Azure Copilot to convert high-level product requirements into granular user stories with clear acceptance criteria.
- Applied Copilot to transform raw engineering notes and Slack threads into structured technical overviews and design summaries.

- Leveraged GitHub Copilot to generate proof-of-concept code snippets and API integration examples, validating technical approaches before committing engineering time.
- Used Copilot to refine user stories and acceptance criteria so they are clear, testable, and easily mapped to test cases.
- Utilized GitHub Copilot to generate automation scripts (Selenium, Cypress, Playwright) from manual test case descriptions.

#### Digital Channels Portfolio:

- Used LeSS and Lean Kanban to coordinate 5 teams (including 1 supplier).
- Coached Product Owners, Scrum Masters and Agile Coaches.
- Supported and co-facilitated PI Planning and key ART events with the RTE.
- Managed workflow, metrics and outcomes using Power BI analytics.
- Supported backlog management (prioritization, refinement, readiness).
- Acted as central point of contact between executive leadership and delivery teams.

#### CEAP Portfolio:

- Educated and mentored Product Owners, Scrum Masters, Agile Coaches and Tech Leaders on Scrum, Kanban and agile values.
- Led and contributed to agile strategy and transformation programmes.
- Advised executives on adopting and sustaining agile ways of working at scale.
- Connected organisational strategy to portfolios, products and teams to deliver measurable outcomes.

#### Impacts:

- Released Zurich Brazil's new mobile car insurance management app and first conversational chatbot.
- Trained 30+ Product Owners, 10+ Scrum Masters and 5 Agile Coaches.
- Introduced Target Teal's O2 and organised CEAP members into autonomous teams.
- Co-led Zurich's agile transformation with Executive Managers.
- Became Zurich's reference for test automation and development best practices.

## Senior AI Technical Product Manager (As a Service)

January 2025 - January 2026 (1 year 1 month)

Rio de Janeiro, Brazil

### Responsibilities:

- Manage business area projects from discovery to delivery;
- Responsible for finance area automation;
- Relationship with partners and vendor;
- Build dashboards to report and keep tracking of the projects using Mural and Kanbanize;
- Automate routines using n8n, Integrated GenAI and LLM Models to further enhance data analysis.
- Automate CRM with Pipefy.
- Develop the first MVP of innovation and automation projects;
- Report results and metrics for the CFO, COO and stakeholder board;
- Build IT edge technology adoption roadmap;
- Mentor product owners;
- Train finance team members on how to use Gen-AI to improve daily efficiency;
- Facilitate workshops to all company on how to use the implementations made.
- Used Gemini to categorize, deduplicate, and pre-prioritize incoming feature requests and bug reports, reducing manual triage time for the product team.
- Used Claude Code to generate sample requests, SDK usage snippets, and quickstart guides from existing API docs, enhancing developer onboarding and external partner integrations.
- Leveraged Gemini to adapt a single product update into multiple formats (executive summary, technical deep-dive, change-log, customer-facing release note).
- Used Claude to generate first drafts of PRDs, functional specs, and user stories from feature ideas, then iterated based on stakeholder feedback.

### Results:

- Automated service provider payment pipeline;
- Reduced in 80% lead time accounts payable team wasted with manual processing;
- Implemented the use of AI in finance team daily work to analyse invoices;
- Trained the new product owner who will be responsible for the trademarks and patents team;
- Automated the accountability process.
- Optimized budget in 43% within processing inside and outside requests for finance team.

## Nower

### Principal Technical Consultant

September 2019 - June 2023 (3 years 10 months)

Rio de Janeiro, Brazil

#### Key Responsibilities:

- Quickly develop deep expertise in Flexera's product portfolio, with a strong focus on SaaS solutions;
- Design and develop technical training materials—eLearning modules, instructor-led courses, videos, and hands-on labs—for operators and administrators;
- Facilitate virtual and in-person workshops, webinars, and bootcamps for global audiences;
- Support direct and channel sales through qualification, discovery, demos, and technical workshops;
- Identify upsell and expansion opportunities within existing client accounts;
- Re-wire a client's business to build a vibrant and dynamic place to work, accelerate the pace of change and delivery of value;
- Focus on changing the skills and behaviours of organisations and their people at scale,;
- Connect the client's organisational strategy to the practical work of portfolios and teams;- Conduct competitive analysis and contribute to the company's market intelligence framework;
- Support the handoff from sales to services, ensuring continuity from presales solutioning into project initiation and delivery;
- Collaborate cross-functionally with product management to influence roadmap decisions, participate in design reviews, and advocate for prioritized serviceable enhancements;

#### Impact:

- Reduced onboarding time and increased team credibility.
- More accurate demos and technical qualification raise conversion rates.
- Higher product adoption engaging content and enablement programs boost usage and reduce churn.
- Lower support load eLearning and hands-on labs decrease common issues and support tickets.
- Training interactions reveal upsell and account expansion opportunities.
- Seamless sales→services handoff, CI/CD and automation accelerate delivery.
- Coaching programs increase team autonomy, skills and ownership.

- Connecting strategy to portfolios improves prioritization and business impact.
- Co-delivery models and playbooks embed new behaviors and ensure long-term adoption.

## AsteriscoLab

### CTO as a Service

March 2022 - November 2022 (9 months)

As part of Knowledge Group.

#### Key responsibilities:

- Define short- and long-term architecture, platform choices and ML/data priorities to support personalization and scale.
- Lead cross-functional squads improving predictability and throughput.
- Implement end-to-end observability and track lead time, cycle time, throughput, engagement and retention for product and exec audiences.
- Establish CI/CD pipelines, automated test suites and release gating to reduce regressions and accelerate safe releases.
- Hire and mentor engineering managers, tech leads, Product Owners and Scrum Masters; ran internal coaching and capability programs.
- Serve as the technical liaison to CEO and board, translating business goals into technical OKRs and investment priorities.
- Design and lead an internal process for agile practices and engineering standards, delivering playbooks, training and a maturity assessment cadence to scale ways of working across product teams.
- Advise executives on adopting agile at scale and connecting organizational strategy to product portfolios to deliver measurable learning outcomes.

#### Impact:

- Scaled teams from early stage to a structured engineering organization while maintaining delivery velocity and quality;
- Operational gains: introduced CI/CD and automated testing that reduced release regressions and shortened time-to-market; implemented analytics that enabled data-driven prioritization of learning features;
- People development: ran coaching programs for product and delivery practitioners, increasing team autonomy and ownership.

## M4U, a Bemobi company

### Senior Software Delivery Manager

August 2018 - August 2019 (1 year 1 month)

Rio de Janeiro e Região, Brasil

Key responsibilities:

- Lead workstream delivery for assigned slices of a compute and platform modernization program;
- Translate strategy into executable plans by breaking initiatives into milestones, acceptance criteria and owners;
- Maintain program artifacts including integrated timelines, dependency maps, RACI, execution dashboards and runbooks;
- Coordinate cross-team onboarding and migrations with Cloud, Production Engineering, Traffic and Security teams;
- Drive execution and remove blockers by clarifying ownership, negotiating trade-offs and running focused unblocker sessions;
- Operate governance cadences: weekly syncs, risk reviews, executive briefings and escalation paths;
- Surface risks early, propose mitigations and shepherd high-impact decisions to closure;
- Ensure operational readiness through CI/CD gating, observability requirements, security checks and rollback plans;
- Communicate to diverse audiences with concise written updates, dashboards and stakeholder briefings;

Impact:

- Predictable delivery and outcomes with clearer milestones and dashboards;
- Faster migrations coordinated sequencing and dependency management;
- Improved reliability with CI/CD gates, canary/blue-green rollouts and runbooks;
- Reduced operational risk by early SRE and security involvement prevents major incidents during cutovers.
- Higher stakeholder confidence, giving consistent reporting and early escalation;
- Increased team throughput by removing blockers and clarifying ownership;
- Tracked KPIs such as percent services migrated, deployment frequency, lead time, change failure rate, MTTR and cost trends.
- Playbooks and lessons learned accelerate subsequent waves and scale program capabilities.

Concrete Solutions

## Lead DevOps Engineer

April 2016 - August 2018 (2 years 5 months)

Rio de Janeiro e Região, Brasil

### Key Responsibilities:

- Define and drive the technical vision for DevOps practices across the organization;
- Lead architecture decisions for infrastructure, CI/CD pipelines, and cloud resources;
- Serve as a technical escalation point for complex infrastructure challenges;
- Conduct design reviews and provide guidance on reliability, security, and scalability;
- Mentor and coach DevOps engineers, fostering growth and technical development;
- Establish and document DevOps standards, runbooks, and best practices;
- Champion a culture of reliability, automation, and continuous improvement;
- Collaborate closely with engineering, security, and product teams to support system reliability and scalability;
- Drive automation initiatives to reduce manual tasks and improve operational efficiency;
- Ensure compliance with security and governance requirements across cloud and on-prem environments.

### Impact:

- Faster, safer delivery through standardized CI/CD and pipeline architecture;
- Improved reliability with fewer incidents and reduced MTTR;
- Significant reduction in operational toil via automation;
- Stronger security and compliance through automated checks and governance;
- Clear DevOps vision that reduces duplication and technical debt;
- Scalable, cost-efficient cloud usage from architecture and rightsizing;
- Faster onboarding and higher developer productivity with templates and playbooks;
- Higher team capability and retention via mentoring and career growth;
- Predictable operations enabled by runbooks, metrics and governance;
- Repeatable practices that accelerate future platform expansions;

ASC Technology Solutions Private Limited  
Full Stack Engineer

March 2016 - April 2016 (2 months)

Rio de Janeiro e Região, Brasil

At ASC Technology Solutions Private Limited, I played a pivotal role in developing APIs that seamlessly integrated club management software with our clients' systems. My expertise in .NET, SQL, and Azure allowed me to create effective backend solutions. I also employed Docker and Chef for deployment, ensuring a streamlined development process while adhering to Clean Code and Scrum methodologies to enhance project quality.

Schlumberger

Software Engineer

April 2015 - November 2015 (8 months)

Rio de Janeiro e Região, Brasil

In my role at Schlumberger, I facilitated effective communication between development and operations while developing modules for Protheus. I also troubleshooted various business system platforms, including Citrix and New Relics, ensuring seamless operations for clients worldwide. My focus on implementing Agile and DevOps practices significantly improved our development processes.

DoeBasico

Founding Member

October 2014 - April 2015 (7 months)

Rio de Janeiro, RJ

At DoeBasico, I played a pivotal role in a startup dedicated to understanding and addressing poverty through data analysis. By creating a digital platform, we empowered donors to contribute directly to food parcels for specific regions. Our strategic partnerships with NGOs and City Halls enhanced our outreach and impact in the community.

OceanPact Serviços Marítimos

Software Engineer

August 2014 - February 2015 (7 months)

Rio de Janeiro, Rio de Janeiro, Brazil

I contributed to the development of software features that enhanced Off-Shore operations. I played a key role in training users and providing support for various systems, while also leading the first agile methodology adoption in the company. My efforts in implementing an automated delivery pipeline streamlined processes and improved efficiency.

Church & Dwight, Co., Inc.  
Infrastructure Engineer  
May 2013 - August 2014 (1 year 4 months)

At Church & Dwight, Co., Inc., I contributed to the management and maintenance of IT infrastructure while supporting both local and remote users. My role involved direct collaboration with resellers for Citrix support and the implementation of agile practices, including Kanban methodology. I also developed the Spicework helpdesk Dashboard using SQL to effectively manage user requests, ensuring a responsive IT environment.

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## Education

Instituto Infnet  
Bachelor of Engineering (B.E.), Computer Engineering · (2013 - 2018)