DIANA DELGADO

IT Consultant | Project Manager |
Digital Delivery Lead | Senior QA Engineer |
Mobile Application Developer |
UX/UI Designer | Web Developer

CONTACT

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EDUCATION

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY SPECIALIZATION IN GAME DESIGN AND DEVELOPMENT
De La Salle - College of Saint Benilde
2009 - 2013
(COLLEGE)

San Beda College Alabang
2005 - 2009
(SECONDARY)

San Beda College Alabang
2001 - 2005

St. Scholastica's College
1998 - 2001
(PRIMARY)

SKILLS

MS Projects | JIRA

Asana | ClickUp

Dart (Flutter)

Adobe XD | Figma

Photoshop | InDesign

Framer | WIX

WORK EXPERIENCE

DIGITAL DELIVERY LEAD   (UNIONBANK)
UBX PHILIPPINES CORPORATION   2025 - 2026

- Led end-to-end project delivery by defining scope, objectives, timelines, milestones, and resource plans in collaboration with business and technical stakeholders.
- Directed cross-functional teams by setting priorities, assigning responsibilities, and driving alignment to achieve project goals within time and budget constraints.
- Proactively managed risks, issues, and dependencies by implementing mitigation strategies and contingency plans to ensure delivery continuity.
- Served as the primary stakeholder interface, providing regular executive updates, managing expectations, and facilitating decision-making across clients and internal teams.
- Governed project performance through KPI tracking, budget control, quality assurance, and structured change management to maintain delivery standards.
- Drove continuous improvement by leading post-project reviews, capturing lessons learned, and applying best practices to enhance future project delivery.

DELIVERY MANAGER   (METROBANK)
INFORMATION PROFESSIONALS, INC.   2025

- Facilitated end-to-end project planning, execution, and delivery while ensuring strict adherence to Scrum and Agile principles as Scrum Master.
- Led cross-functional teams through ceremonies (daily stand-ups, sprint planning, reviews, retrospectives), backlog management, and dependency planning in close partnership with Product Owners and Managers.
- Collaborated with internal bank stakeholders and external partners to align delivery timelines, priorities, and dependencies across multiple initiatives.
- Supported Product Owners in demand planning and prioritization, including re-scoping initiatives and updating delivery plans based on capacity, risks, and business needs.
- Managed delivery risks, issues, BAU requests, and escalations, ensuring blockers were resolved and outputs delivered on time.
- Ensured compliance with IT governance, regulatory, and risk frameworks, while continuously improving software delivery and project management practices in coordination with domain and business systems leads.

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CREATIVE CONTENT SPECIALIST

FRONTPAGE DIGITAL LTD.   2025

- Collaborated with marketing and design teams to ensure consistent branding and message alignment
- Designed wireframes, user flows, and interactive prototypes using tools like Figma, and Framer ensuring responsive and accessible design
- Created and maintained a design system, standardizing UI components to improve design efficiency and consistency across products
- Collaborated on content development and strategic deployment for the launch of Gogorilla, ensuring all content aligned with the brand's voice.

MOBILE APPLICATION DEVELOPER

ACTIONLABS IT SERVICES PHILS. CORP   2023 - 2024

- Defined project scope, timelines, and deliverables, ensuring alignment with business objectives.
- Contributed to the development of technical documentation, including design specifications, and user manuals
- Designed and developed native iOS and Android applications from concept to deployment
- Implemented core functionality and features, ensuring compatibility across different device sizes and screen resolutions
- Integrated third-party APIs and services to enhance app functionality, such as location services, push notifications, and social media integration
- Conducted thorough testing and debugging to identify and resolve issues, ensuring a smooth user experience
- Utilized Agile methodologies to plan and prioritize tasks, participate in sprint planning, and deliver software increments on time
- Stayed updated on the latest mobile development trends, tools, and technologies to continuously improve skills and knowledge

IT CONSULTANT, PROJECT MANAGER, WEB DEVELOPER, UX/UI DESIGNER, MOBILE APPLICATION DEVELOPER

BITS AND COLORS   2021 - 2023

- Conducted in-depth analysis of client business processes, identifying areas for improvement and recommending appropriate technology solutions
- Provided guidance and expertise to clients on IT strategy and digital transformation initiatives
- Performed requirement gathering for multiple development projects
- Conducted user story mapping sessions to visualize the user journey and identify key features
- Collaborated with cross-functional teams to define project requirements, design user interfaces, and develop custom web and mobile applications

EXPERTISE

- Business, Client and Product Management
- Risk, Budget, and Project Management
- Agile Methodologies
- Front-End Development & API Integration
- User Research, Prototyping, and Design
- Technology strategy, Agile project management, and team leadership
- Risk tracking, budgeting, and compliance
- Testing lifecycle, defect management, and quality standards
- Mobile development (Flutter), UI/UX design, and user feedback analysis
- Responsive design and mobile database management (SQLite, Firebase)

CERTIFICATIONS

Microsoft Dynamics 365 and the Power Platform
LinkedIn
2026

GENERATIVE AI
National Association of State Boards of Accountancy (NASBA)
2025

ARTIFICIAL INTELLIGENCE FOR BUSINESS
National Association of State Boards of Accountancy (NASBA)
2025

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WORK EXPERIENCE (CONTINUATION)

- Defined and prioritized product features and requirements through customer feedback, market research, and stakeholder input, ensuring alignment with business goals and customer satisfaction
- Coordinated with stakeholders and clients, to gather requirements, provide updates, and manage expectations
- Designed visually appealing and user-friendly interfaces for web and mobile applications, ensuring seamless user experiences
- Conducted user research, gathered requirements, and created wireframes, prototypes, and mockups to communicate design concepts
- Conducted usability testing and gathered feedback to iterate and improve interface designs, enhancing overall user satisfaction
- Stayed up-to-date with industry trends and best practices, implementing innovative design solutions and maintaining a competitive edge

SENIOR SOFTWARE QA ENGINEER, ON-SITE CLIENT SUPPORT, QMS, KAIZEN TEAM LEADER, DATA ANALYST
AMMIC CORPORATION   2015 - 2021

- Ensured the delivery of high-quality software solutions
- Developed and executed test plans, test cases, and test scripts, conducting functional, regression, and performance testing Identified, reported, and tracked defects collaborating with development teams to resolve issues
- Conducted root cause analysis of defects and implemented corrective actions to improve software quality and reduce future defects
- Collaborated with cross-functional teams to gather requirements, provide technical insights, and drive continuous process improvement
- Provided on-site support to clients, understanding their technical requirements and offering technical solutions and assistance
- Led and managed KAIZEN team, ensuring adherence to quality standards and driving process improvements
- Conducted sprint planning, daily stand-ups, and retrospective meetings to enhance team collaboration
- Presented data analysis findings and recommendations to stakeholders, influencing strategic and operational decision- making processes

HR, ADMIN, ACCOUNTING
AMMIC CORPORATION   2013 - 2015

- Coordinated administrative tasks, including managing calendars, scheduling meetings, and handling correspondence
- Maintained records and databases, ensuring accuracy and confidentiality of information
- Assisted in organizing company events and managing office supplies and equipment
- Handled travel arrangements and expense reporting for executives and team members