

MIGUEL VIEGAS

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SENIOR PROJECT & DELIVERY MANAGER

DELIVERING BUSINESS IMPACT THROUGH STRATEGIC DELIVERY, GOVERNANCE, AND EXECUTION

Strategic and delivery-focused Project Manager with extensive experience leading cross-border technology and digital service initiatives for enterprise clients in regulated industries. Proven record of driving end-to-end delivery, process optimisation, and stakeholder alignment across international teams. Adept at coordinating complex onboarding and integration programmes, ensuring operational excellence and compliance in fast-paced, multi-partner environments. Skilled in Agile, Waterfall, and hybrid methodologies, with strong capabilities in risk control, governance, and relationship management across senior client and supplier stakeholders. Experienced in driving product innovation, improving operational efficiency, and fostering continuous improvement, while building strong partnerships between clients and delivery teams.

CORE COMPETENCIES

- Strategic Project Delivery
- International Client Engagement
- Risk & Issue Management
- Governance, Budget & Resources
- Programme & Portfolio Support
- Agile (Scrum, Kanban)
- Waterfall Delivery
- Hybrid Delivery
- Global Team Leadership
- Process Improvement
- Product Innovation
- Platform & System Upgrades
- Release & Deployment Management
- Data-Driven Decision Making
- AI-Powered Productivity Tools

CAREER EXPERIENCE

FDJ GAMING SOLUTIONS | London, UK | 2019 – Present

Senior Project Manager (2022 – Present)

Promoted to Senior Project Manager following organisational restructuring and continued in the role through a subsequent business transition in 2024. Lead end-to-end delivery of complex, multi-stream digital platform and data integration initiatives for large international enterprise clients across Europe and North America, operating in highly regulated markets. Collaborate with senior leadership, product, and technology teams to align strategic goals, improve operational efficiency, and drive service excellence across borders.

- Lead delivery of major platform initiatives including new products such as Bet Builder, data warehouse solution, and platform enhancements, ensuring scalability, regulatory compliance, and strategic alignment.
- Define and execute structured project plans by setting clear objectives, realistic timelines, and closely monitoring progress to drive timely delivery and successful project outcomes.
- Act as primary client liaison for international onboarding and delivery programmes, translating strategic objectives into executable delivery roadmaps and ensuring compliance and clarity across multi-jurisdictional environments.
- Oversee project budgets and governance frameworks, optimising resource utilisation while ensuring transparency and accountability.
- Deliver comprehensive project reporting and proactive risk assessments, identifying roadblocks early and implementing mitigation strategies to maintain momentum.
- Oversee key digital infrastructure upgrades improving scalability, resilience, and interoperability across international client environments.
- Champion the development of innovative features and enhancements that improve user experience and reinforce commercial competitiveness.
- Coordinate multi-country project teams and third-party suppliers to ensure smooth digital integration, stakeholder alignment, and on-time delivery.
- Coach and mentor junior project managers to strengthen delivery capability and develop strong skills in planning, risk management, and stakeholder engagement.

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Project Manager (2019 – 2022)

Managed delivery during a period of organisational restructuring, ensuring alignment across cross-functional and geographically distributed teams. Liaised with internal departments and external stakeholders to maintain alignment on goals and ensure timely delivery of project milestones. Created and managed project plans, identifying potential risks, devising mitigation strategies, and proactively addressing challenges to maintain momentum and avoid delays.

- Delivered product enhancements and implementations across the company's core platform, while supporting account managers with BAU operations for clients in Europe and the Middle East
- Maintained clear communication with clients, managing expectations and ensuring projects were delivered to scope, budget, and timeline while resolving issues promptly.
- Provided consistent progress updates and documentation to stakeholders, balancing multiple competing priorities to meet critical deadlines.
- Coordinated cross-functional collaboration across product, engineering, QA, and operations teams, fostering alignment and efficiency during high-change organisational periods.

PENSIONSYNC | London, UK | 2015 - 2019

Product Manager

Product Manager for a UK-based fintech platform enabling automated pension data exchange between payroll systems and financial institutions. Defined product roadmaps, KPIs, and release cycles for API-based integrations, ensuring secure and compliant data flows between major pension providers.

- Collaborated with multiple financial institutions to streamline onboarding, integrations, and regulatory compliance.
- Enhanced user and partner experience through process automation, improving time-to-onboard and service quality.
- Delivered incremental platform releases and cross-team alignment across product, engineering, and operations.

EARLIER EXPERIENCE

Business Analyst, PensionSync | **Business Analyst**, Release Mobile

EDUCATION

Master of Science (MSc) in Environmental Engineering at University of Algarve, Portugal

Bachelor of Science (BSc, Hons) in Environmental Engineering at University of Algarve, Portugal

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

PRINCE2 Foundation

Professional Scrum Master I (PSM I)

PMP (in progress, expected 2026)

TECHNICAL PROFICIENCIES

MS Project | Smartsheet | Office Timeline | Jira | Confluence | ServiceNow | SharePoint | MS Teams | Slack | Zoom | Lucidchart | Jenkins | GitHub | Postman | SQL | BPMN | UML | Scrum | Kanban | Waterfall | MS Office Suite | CoPilot | ChatGPT

LANGUAGES

Portuguese (Native) | English (Fluent) | Spanish (Conversational)