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Scrum Master Certified

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Senior IT Manager

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Summary

As an IT Manager my main goal is to develop high performance teams to achieve goals.

The last 10 years I have worked in the IT area for the banking industry, retail, housing, ecommerce and government, fields as IT Manager, Delivery Manager, Project Manager, Scrum Master and Business Analyst, in projects related to infrastructure and software development (new ones, migration and modernization), in commercial and open source environments. I have led projects of knowledge recovery from source code (application mining and reverse engineering).

I am ITIL, ERP & CRM consultant with commercial and open source products, passionate agile practitioner of Scrum & Kanban, and enthusiastic about the use of AI.

Competencies

Project Management	Requirements engineering	Delivery Management	Leadership & team player
Agile mindset	Business Analysis	Planning	Commitment
Research & development	Risk management	P&L management	Focused

Tools

✓ Jira, Confluence, TFS, Trello, Asana, Orange Scrum, MS Project, Slack.	✓ Mantis, Bugzilla, TestLink, XRay, OTRS, SonarQube, Manage Engine, JMeter.	✓ Enterprise Architect, MS Visio, Balsamiq, Invision, Miro, Zeplin, Figma. Bonita BPM, Bizagi, Joget.	✓ AI Tools (Agents, LLM)
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Professional Experience

Globant / Sr. Project Manager – Delivery Manager. Feb-2020 to date.

Jan-2025 to date: In charge of the delivery of the Integrated Workplace Management Software Platform project (a FMS Floor Management System). Main responsibilities: coordinate with Tech Managers (PO, Dev, QC & TAE) the development and maintenance of the system using Artificial Intelligence tools (Agents & RAG Assistants) to improve SDLC (Analysis, Design, Development and Testing) increasing up to 30% the efficiency. Coordinate and mature the Agile practices,

Sep-2024 to Dec-2025: In charge of modernization of Delivery Frameworks (Fixed-Price, Time & Materials and Staff Augmentation) based on Agile and Waterfall best practices (Scrum, Kanban, SAFE & PMO).

May-2024 to Aug-2024: Responsible for the development and maintenance of a mobile app for a top-3 Mexican bank.

Jul-2023 to Apr-2024: Accountable for a Loyalty Digital Transformation project that includes the MKT Program based on Salesforce and the mobile app for a multi trademark international food & beverages franchise. It included business analysis, development, QC testing, Performance testing and Security testing.

Dec-2021 to May-2023: Accountable for the ITIL based Service Desk implementation project for the Application Management Services (AMS) of the ecommerce platform previously migrated.

Feb-2020 to Nov-2021: Accountable for the ecommerce platform migration & data carve-out project of confidential from Europe datacenter to México datacenter. In charge of the delivery of the carve-out and plug-in of the ecommerce (Front End, Back End, BI and Mobile apps) and of the SAP based back office. It included setup infrastructure, requirement analysis, refactoring, rehosting, QC testing, Performance testing and Security testing.

Achievements: Projects delivery on time and in budget, without impact in operations.

Responsibilities: Designing, Planning, Profit & Losses, Provisioning, Delivery & Billing, Staffing, Client relationships.

Econocom Gigigo / Sr. Project Manager. Jun-2019 to Mar-2020.

Accountable for several web and mobile projects, like CMS, voice apps, AI (Watson), IoT, POS & geoloc apps, on Azure/AWS /GCP platforms with SaaS and PaaS infrastructures and in on premise, from presales and proof of concept until rollout to production, for banking, TV media, construction, services and communications industries.

Achievements: Projects delivery on time and in budget; encourage the agile practice based on Scrum framework. Foster the XP practice for applications on production to reduce the maintenance efforts. Lead Dev and QA teams. Coordinate the infrastructure and architecture teams to increase their support to presales team

SKY Televisa / Agile Project Manager. Nov-2018 to Jun-2019.

Accountable for the Electronic Invoicing (CFDI v3.3) project. Rollout on premise and migration to Azure Cloud. Responsible for the coordination of BA/PO, Architecture and Dev teams under Scrum.

Achievements: To establish the Agile practice under Scrum methodology and Kanban with TFS. Improve the project risks management. Incorporate TDD practice for development stage and the XP when was rollout to production.

CONACyT, National Council for Science & Technology / Product & Delivery Manager. Mar-2015 to Oct-2018.

Accountable for the system modernization of the National Researchers System and of the Mixed Funds. Responsible for development of the high-level architecture, the gathering & analysis of functional and non-functional requirements, sizing, risk management and business rules management. Leading of the SW factory and QA teams.

Achievements: Reach the objectives within budget. Develop and perform successfully roll out plans. Establish the agile practice based on Scrum. To set realistic user expectations and coordinated the tasks to exceed them.

Artifacts: BPM diagrams, As-Is/To-Be, Use Cases, Domain Model, Class Diagrams, Requirements & Business Rules Management Plan, Requirement Traceability Matrix, Mockups.

Versaria, S.A. de C.V. / Project Manager, Delivery Manager. Oct-2009 to Feb-2015.

Responsible for: Defining business cases for presales; the development of POC, RFQ & RFP. The development of detailed project plans to monitor and track progress.

The gathering, analysis and organization of requirements and the risk assessment. The creation, analysis and validation of functional specifications. The delivery of projects.

Achievements: To coordinate successfully proof of concepts for distributed and mainframe projects. To establish the practice to identify, analyze, measure and manage risks. Lead successfully simultaneous IT projects like:

- Reverse Engineering for Banamex bank: Development of reverse engineering methodology based on Bottom-up analysis to recover business rules, to model business processes embedded in the source code of legacy applications and rebuild software artifacts, in order to rehost the Payments Domain from Unisys platform.

- Applications migration for Actinver bank: Identifying and integrating processes, risks and dependencies in order to migrate the investments funds, electronic payments, treasury trader and trading desk applications.

- Cards Transacting Operative-Accounting Reconciliation Automation for HSBC Bank: To build a solution for the reconciliation process through the automation in HSBC Cards and Collections area in order to eliminate the \$60M MXP difference identified for the credit card payments reconciliation process. Technology: Axway software.

- Deployment of Data Transfer Services for Infonavit: Development of a highly secure data transfer service with Banks (on Windows & Linux servers and 2094-725 IBM Mainframe), achieving reduction of internal audit findings while managing the remediation deficiencies in order to meet security standards.

- Managed Information Transfer Services Governance for HSBC Bank: To establish the governance and departmental policies & procedures to mitigate risks of critical business processes related to security breaches and weak practices in data transfer services.

- Support to Production in Command Center for HSBC Bank: Development of the strategy to support middleware (CICS, DB2, WAS, MQ) and operating systems (z/OS and *nix) by implement an automated Health Check System.
- Data Center Role Swap project for HSBC Bank: Coordinate exchange of productive and development services of IBM 2094-725 mainframe between Toluca Data Center and Chapultepec Data Center.

BeHelper International. 2006 – 2009.

Application Architect: Head the R&D department; development of high-level product specifications; design, development and implementation of applications. Technical leadership for software development team.

Sales Manager: To develop business strategies, negotiation, B2B sales and customer management. Coordinate strategic marketing, brand creation, customer service and consulting for the implementation of applications.

Reportatel. 2003 – 2017.

- Cofounder and Operations Manager: Coordinate development and selling of Enterprise Call Accounting System.

Grupo CASH. 1993 – 2002.

- Operations Manager: Coordinate the development, implementation and maintenance of the company's solutions portfolio for retail, automotive, cement, paper, steel, chemical and beer industries. Coordinate the R&D department.

Aeroméxico. 1989 – 1992.

- IT Service Delivery: Delivery of projects for Crew Processes. Ensure the daily operations and service delivery.

Universidad Autónoma Metropolitana. 1985 – 1988.

- Help Desk Head: Responsible for the implementation and operation of the datacenter helpdesk.

Education

B.S. Electronics Engineering (Major in Digital Systems and Computers).

Universidad Autónoma Metropolitana, Campus Azcapotzalco. 1981 – 1986, México, D.F.

B.S. Psychology (HR & Neurosciences).

Universidad Nacional Autónoma de México. 2012-2015. (Still attending). México, D.F.