

Humberto Ávila Pantoja

IT Governance. SOX Compliance. ISO 27001. Risk Management. IT Audit. Business Continuity. Cloud Transformation. Google Cloud. Infrastructure Optimization. CAPEX/OPEX. SLA/KPI Tracking. ITIL. COBIT. Cybersecurity. Compliance Frameworks. Vendor Management. DevOps. Digital Strategy.



Director of IT Governance • Bizpro de México • May 2025 – Present.

I ensure regulatory compliance (SOX, CNBV) through risk assessments based on COBIT and ITIL. I supervise IT General Controls (ITGC) and Information Security measures, generating executive reports using KPIs and SLAs. I lead business continuity planning, enhancing operational efficiency and cost control. I support external audits and lead awareness programs to strengthen the internal control culture. During my tenure, audit findings have been reduced by 30%.

Laureate Mexico • 2011 – 2025 Held three roles with progressive responsibility:

IT Operations Director • June 2021 – February 2025

I implemented the IT strategy and operational structure, ensuring availability of business-critical systems and services. I led a team of 145 staff with a 750M MXN budget, managing the help desk (ServiceNow), RFP processes, and vendor contracts including Oracle and Microsoft. I migrated over 180 services to Google Cloud, increasing infrastructure availability from 98% to 99.8%. I launched a self-service portal that improved response times by 60% and reduced workloads by 15% through 25+ annual initiatives. I secured a 10% cost reduction in procurement and maintained zero SOX observations for four consecutive years.

Regional Director of IT Compliance • Mexico & Central America • 2017 – 2021

I audited IT controls in critical systems for SOX compliance, automating large-scale processes and deploying proactive monitoring. As CIO Business Partner, I coordinated ITGC implementation across 64 countries, reducing audit issues from medium to low risk. I achieved zero IT control deficiencies for two consecutive years and reduced audit analysis time by 80% through automation.

Global IT Compliance Manager • Laureate Inc. (USA) • 2011 – 2017

I implemented SOX-compliant ITGC controls in corporate applications, standardizing processes under COSO/COBIT/ISO27001. I eliminated five material weaknesses flagged by PWC, launched a global cybersecurity awareness program, and resolved 70% of audit findings worldwide.

IT Security Specialist • Universidad del Valle de México (UVM) • 2006 – 2011

I reduced audit response times by 50% and decreased audit findings by 60%. I successfully integrated UNITEC's systems into UVM (100+ applications, 200+ servers) and completed network segmentation across 30 campuses, mitigating risks between academic and administrative networks.

Previous Roles:

IT Consultant • HP Mexico • 2003 – 2005

Server Administrator • Grupo IUSA • 1999 – 2003

Technical Support • Dell Mexico • 1997 – 1999

PROFESSIONAL PROFILE.

Bilingual IT executive with extensive experience leading transformations in IT Governance, Information Security, and Operations. Specialized in global frameworks (ISO 27001, COBIT, SOX, ITIL), managing technology risk, ensuring regulatory compliance, and designing scalable cloud and infrastructure architectures. My international career reflects a strong ability to align IT with business goals, optimize CAPEX/OPEX costs, and guide multidisciplinary teams toward measurable results.

PROFESSIONAL OBJECTIVE.

I aim to lead IT Governance, Compliance, or Operations areas within high-impact organizations by applying my expertise in cloud transformation, risk management, and flawless audits (SOX/ISO 27001) to drive operational efficiency and cost reduction.

EDUCATION & TRAINING,

MBA • UVM • 2023 – 2024

Master's in IT Project Management • UNITEC • 2020 – 2021

Bachelor's in Administrative Computer Systems • UVM • 1993 – 1996

LANGUAGES

Spanish: Native
English: Advanced (B2)