

TECHNOLOGY LEADER | IT STRATEGY | DIGITAL TRANSFORMATION | ERP / CRM | IT OPERATIONS

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EXECUTIVE PROFILE

I am an Information Technology leader with more than 15 years of experience evolving operations, enterprise platforms, and technology services to align them with business priorities. I have progressed from systems operations to management roles, leading ERP, CRM, infrastructure, cloud, operational continuity, projects, vendors, and multidisciplinary teams. My strength lies in translating business needs into measurable technology solutions that improve efficiency, costs, availability, security, and service quality.

I have led operations serving up to 28,000 users across 10 business units and 8 sites; managed annual budgets of up to \$8 million; and led internal and external teams. My next career goal is to take on broader leadership roles, with a path toward IT Director.

IMPACT & SCOPE

28,000 users supported • 10 business units • 8 sites • 19 internal team members led • 24 vendor team members coordinated • \$8 million in annual budget managed • 98 requirements + 5 migration projects • 12 systems migrated to the cloud • 150 stores / 1,900 people in a multi-site operation.

CORE COMPETENCIES

IT Strategy • Technology Roadmap • Digital Transformation • IT Governance • Enterprise Applications • ERP Strategy • IT Portfolio Management • IT Service Management (ITSM) • Infrastructure, Cloud & Networks • IT Financial Management • Vendor Management & SLAs • Cybersecurity • Business Continuity & Disaster Recovery • Data Governance • Enterprise Architecture • Technology Risk Management • Operational Excellence.

PLATFORMS & TOOLS

ERP: SAP, EPICOR, IFS, Oracle • CRM: Zoho, Monday, Salesforce • BI: Power BI, Tableau, Qlik • POS • Databases: MSSQL, MySQL, Oracle • LAN / WAN • Server Administration • Tier 1, 2, and 3 Support.

DEMONSTRATED STRATEGIC CAPABILITIES

- I have implemented data governance and quality controls to integrate multiple information sources and ensure availability, consistency, and security for decision-making.
- I have designed target technology architectures to integrate ERP, CRM, applications, and BI platforms, establishing standards for integration, availability, and scalability.
- I have strengthened technology risk management through business continuity, disaster recovery, cybersecurity, and critical vendor management strategies.

PROFESSIONAL EXPERIENCE

IT Manager | Grupo Truper | January 2025 – August 2026.

- Led the operation and evolution of enterprise ERP and CRM platforms serving 28,000 users across 10 business units and 8 sites, ensuring operational continuity and addressing functional and technical requirements.
- Led a team of 19 specialists comprising 7 functional leads, 8 functional analysts, and 4 developers, establishing priorities, accountability, follow-up, and delivery coordination.
- Managed a portfolio of 98 requirements and 5 migration projects, aligning the technology roadmap with business needs while balancing continuity, value, and execution speed.
- Governed the analysis, design, development, and testing of enhancements, using KPIs for resolution times, backlog, and user satisfaction to support decision-making.

RESULT Reduced ERP functional backlog by 40% through a governance and prioritization model, generating approximately \$480,000 in savings.

RESULT Cut project delivery times by 20%, with an estimated 6-month reduction in cumulative execution timelines.

RESULT Coordinated SAP functional and technical consultants, ensuring SLA compliance and delivery of solutions aligned with business needs.

IT Services Manager | Compucentro | October 2023 – December 2024.

- Led IT strategy and operations for 7 business units: Finance, Human Resources, Commercial, Procurement, Logistics, Marketing, and Support.
- Managed an annual budget of \$4 million and coordinated a team of 5 specialists: 1 server administrator, 3 support and implementation analysts, and 1 network administrator.
- Managed systems, infrastructure, and network continuity, as well as technology projects and the integration of solutions with business areas.
- Led the migration of the Intelisis version 6000 platform and strengthened cybersecurity and business continuity controls.

RESULT Increased operational efficiency by 20% by implementing technology solutions across business units.

RESULT Reduced operating costs for support and requirements development by 30%, equivalent to approximately \$70,000 per month, while achieving 99.9% availability for critical systems.

RESULT Reduced security incidents by 90% through policies and controls applied to approximately 1,200 vulnerabilities involving patches, viruses, ransomware, phishing, and configuration errors.

IT Manager | Grupo Infra | June 2019 – August 2023.

- Led a 5-person team covering server administration, networking, support, and development, and managed the continuity and availability of 16 systems.
 - Managed an annual budget of \$8 million and coordinated modernization, cloud, ERP, and custom application initiatives.
 - Managed technology services for internal business areas through SLA tracking, proactive monitoring, and incident management.
- RESULT** Increased operational efficiency by 30% through technology infrastructure optimization strategies.
- RESULT** Led the migration of 12 systems to the cloud and the implementation of ERP and custom applications, reducing maintenance costs by 25% and generating approximately \$200,000 in annual savings.
- RESULT** Increased the availability of critical applications to 99.9% through operational controls and proactive monitoring.

IT Coordinator | Telefónica Movistar | July 2016 – March 2019.

- Managed technology service continuity and support for an operation spanning 150 stores and approximately 1,900 people.
 - Coordinated a technology vendor with 24 personnel under my operational management and managed resources, continuous improvement, and changes to infrastructure and production applications.
 - Managed hardware and software incidents and tracked SLAs to maintain service continuity.
- RESULT** Increased customer satisfaction to 92% by improving incident resolution and SLA compliance.
- RESULT** Led the migration of legacy infrastructure to a virtualized environment, reducing operating costs by 20%.
- RESULT** Developed a strategic plan to ensure 100% allocation of technology resources and access for personnel joining the organization.

Systems Analyst | Quaker State | November 2011 – July 2016.

- Managed technology service continuity and provided solutions to internal customers and wholesale partners.
 - Collaborated with business areas to identify technology needs and improve processes, while managing hardware and software incidents and configurations.
 - Participated in new software development initiatives and service improvement efforts.
- RESULT** Increased customer satisfaction to 96% by improving incident handling and SLA compliance.
- RESULT** Led the implementation of software solutions that improved operational process efficiency by 27%; for example, automated order entry, reducing the process from 80 person-hours per month to 2 person-hours per month.
- RESULT** Established a Call Center with 4 agents. Follow-up calls contributed to a 12% increase in sales orders and an average of 1.5 million additional liters sold per month.

EDUCATION & CERTIFICATIONS

- Master of Business Administration (MBA) | Universidad del Valle de México, Campus Lomas Verdes | 2011–2013.
- Computer Systems Engineering | Instituto Tecnológico y de Estudios Superiores de Monterrey, Campus Estado de México | 2002–2007.
- SCRUM Fundamentals Certified – SCRUMstudy | May 2019.
- SCRUM Master Certified – SCRUMstudy | May 2019.
- Tableau Fundamentals Certification – Tableau | September 2022.

LANGUAGES

English | C1.

PROFESSIONAL OBJECTIVE

I am seeking technology leadership positions where I can combine IT strategy, digital transformation, enterprise applications, operational continuity, and team leadership to deliver business results. My career goal is to advance into an IT Director position.