

Contactar

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(LinkedIn)

Aptitudes principales

Project strategy

Mejoras estratégicas

Facilidad de adaptación

Languages

Español (Native or Bilingual)

English (Full Professional)

Certifications

ITIL Partitioner Operational Support and Analysis

ITIL Intermediate Service Offerings and Agreements

Introducción a Six sigma

Oracle Cloud Infrastructure 2023 AI Certified Foundations Associate

Certificado Lean Six Sigma

Gustavo Lezama González

PMO | PMP® | SDM | ITIL® | ITSM | AGILE | KANBAN | SCRUM |
León, Guanajuato, México

Extracto

Provide Technical and management expertise with a career of 15+ years, spanning IT service delivery trough of IT Service Management focus on project management, infrastructure management, communications, ERP implementation and administration, application development and service desk.

Professional highlights:

- Highly effective Leader of IT projects, with experience in the implementation of complex technological projects, Management based on the PMI methodology, complemented with the use of framework as waterfall, critical chain to focus on restrictive tasks and Agile frameworks as a flexible and integral strategies for product development, to guarantee transparency in communication and create an environment of collective responsibility and continuous progress, generating credibility and results for the stakeholders.
- Combine technical and management expertise with strong business acumen and operational understanding to face complex scenarios in any type of industry(automotive, energy, financial and consultant services); ensure all technical strategies, business process operations, continuous process improvement and IT services initiatives that increased efficiencies, reduced expenses, and increased customer and associate satisfaction. Background experience in Oracle Cloud infrastructure, CX Sales Cloud, development systems, Oracle Data Management, Oracle Middleware integration and implementation, IT infrastructure projects and ERP implementation & upgrades projects and telecommunications and networking projects.

Experiencia

Sinergy Solutions

8 años 2 meses

Project Management Officer

mayo de 2019 - Present (5 años 10 meses)

México

Subdirección de la oficina de proyectos y entrega de servicios

IT Service Delivery and Project Manager

enero de 2017 - Present (8 años 2 meses)

León y alrededores, México

Mazda de México Vehicle Operation

IT Deskside Support Coordinator

agosto de 2016 - enero de 2017 (6 meses)

Salamanca, Guanajuato, México

National Oilwell Varco

IT Manager Mexico

marzo de 2006 - agosto de 2016 (10 años 6 meses)

- Ensure the IT Service Management for Mexico Offices.
- Coordination and Management of the Service Desk Mexico working group
- Responsible for Asset management + 1,000 and mass Replacements, Migration and Installation.
- Administrator of ERP, Human Resources, Electronic Invoice System.
- Database Administrator for SQL Server.
- Administration and Management of Windows Server 2008/2012 for servers.
- Incident Management using BMC Remedy.
- Management and Supervision of IT Infrastructure and System Implementation projects.

Educación

Instituto Tecnológico de Veracruz

Ingeniería, Sistemas Computacionales · (2001 - 2006)