***Marcelo Pagotti –*** transforming experiences in business

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**Transformation Technology Leader**

*“U.S Citizen, multi-language capability and multi-country experience looking for Chief Information Officer, Chief Information Security Officer roles in Technology, Finance, and Consulting Industries."*

**Transformation Technology Leader** with a solid history of planning, designing and implementation of IT innovations for enhancing operational excellence, accelerating revenue growth, safekeeping data technology assets, policies, and standards and maximizing the profitability of business across the financial industry. Strategic and emotionally intelligent team builder, leader and motivator, with LAN/WAN, Operation Systems, Information Security, Business Impact Analysis, Disaster Recovery, and Business Continuity experiences who excel at integration people, business process, system and technology asset to transform complex business challenges into enlightened growth solution. Drive of positive growth and change who consistently exceeds expectations. **Demonstrated success in the area of…**

* Transformation Technology Leader – Developed and led strategy that transformed the company into a modern and responsive service organization. Moderated the $1.3B annual IT spend by 30% by consolidating the acquisition process, created policies and which maintained the process life cycle.
* Technology Innovation – Impacted the growth, market standing and the way the customer sees the company, including IT Service Desk social media across WhatsApp, Chat, Facebook, and email that expanded reach beyond telephone and voice support. Outcomes reduced $10.2M technology costs and delivered high-quality
* Bottom Line Growth – Nearly $500M in new revenue growth for SMS solution, by developed and implemented as a service.

*IT Leadership Competencies that Drive and Sustain Growth*

* Transformation Change management
* Transformation Life Cycle management
* Strategic Planning and Execution
* IT and Business Systems Integration
* Strong Problem Solving
* Extensive Multicounty Experience
* Safekeeping Data Technology Assets
* IT and Business Strategy and Governance
* Prepare annual strategic budgets for board approval, acquisitions, installations and the release of desktop, phones, servers’ devices.
* Manage IT infrastructures, multiples data centers, voice, data, video, banking and payment system derived from ITIL frameworks.
* Developed and executed IT policies and procedures and Information Security measured through disaster and recovery’s plan for data centers and business units.
* Demonstrated leadership, enabled and managed teams 100-200 members that facilitated regulatory audits through federal and state government examiners.
* Lead digital transformation in banking and government industries
* Windows Server 2012, VMware 6.5, Cisco UCS, Netapp Disk Array, RightFax, OTRS Ticket System, IBM TSM Backup, IBM AS/400 operation, Cisco Switches, Cisco Firewalls, IPS/IDS, EventLog Analyzer, Aladdin Token, MacAfee AV/HIP, Cisco routers, Cisco IP Phones, Cisco Unified Presence, Solarwinds Monitoring Services, Bloomberg Terminal, HP ITIL framework (Service Desk, IT incident, IT problem and IT change control), LAN/WAN protocol, VPN

*Signature Competencies*

*Information Security | Network Security | Cloud Security |Strategic Planning | Leadership and Management | Intuitive | Investment Plan Strategy | Client and Vendor Negotiations | Infrastructure Architecture | Business Agility and Complexity | Stabilize and Resolve Issues | Team Mentoring and Relationship Build*

*Professional Experience & Achievements*

**Banco do Brasil S.A. | Brasília, Brazil | Feb-2018 to Dec-2018**

**Information Technology Manager**

**Banco do Brasil (BBAS3 stock) is the biggest bank in Latin America with branches in more than 33 countries**.

Conceived and created value across technology through Service Desk IT support and solutions amongst IA, chat boot. Accomplished the business strategy and effects significant annual cost reductions that align technology and quality service for more than 60M digital customers.

***Key Achievements:***

* Executed IT Service Desk social media across WhatsApp, Chat, Facebook, and email that expanded reach beyond telephone and voice support. Outcomes reduced $10.2M annually (70.3%) technology costs and delivered high-quality.
* Exchanged ITIL Service Desk solution, integration with tools that support news business functions and enabled $30M (52%) decrease in IT maintenance costs.

**Brazilian Government | Brasilia, Brazil | May-2016 to Feb- 2018**

**Secretary of Information Technology**

**Ministry of Planning is a cabinet-level federal ministry in Brazil responsible for Brazilian IT policies and procedures**

Recruited to a top IT Executive position as the Secretary of Information Technology and developed new solutions for centralization and growing the digital public services. A direct report to the Board of Ministries and leader for the national IT and IT security budget. Established IT policy administration, managed resources, over 5000 data sources, digital services, and the digital governance strategy. Member of steering committees for the Brazilian Internet and Brazilian Information Security.

***Key Achievements:***

* Moderated the $1.3B annual IT spend by 30% by consolidating the acquisition process, created policies and which maintained the process life cycle.
* Delivered a data lake and preserved end-to-end security place for citizens, natural and biometric information that help to decrease cost and maintain 20% of data inside the government.

**Banco do Brasil | New York, NY | Feb-2011 to May-2016**

**IT Deputy Manager**

**Banco do Brasil NY is a full subsidiary of Banco do Brasil responsible for all Brazilian USD operation**

Brought to the New York office to consolidate the United States data centers infrastructure and security. Created an efficient Disaster/Recovery plan and collaborated closely with regulators and the audit teams. Maintained IT securities policies, procedures, and annual revisions and oversaw a comprehensive technology division’s innovation, policy changes, business impact analysis, disaster recovery, and business continuity plans.

***Key Achievements:***

* Best in class disaster site providing full operational disaster recovery sites over six months which enable the company business during NY’s hurricane Irena (average $17MM in Swift transactions per day)
* Initiated a new core banking and payment system through innovative IT servers, storage, PC and network infrastructure. The outcome resulted in the best equipment installed on time and under budget.

**Cobra Tecnologia | Rio de Janeiro, Brazil | Nov-2009 to Feb-2011**

**Senior Director, IT Manager**

Led IT business for banking and increased revenue to $500M annually and created IT-based services for Short Message Service solutions, negotiating with major mobile carriers, customized and executed Open Source SMS Gateway framework and integrations with corporate bank application. Delivered partnerships with credit card risk monitoring, detection, analyzes, and prevention of frauds across credit card transactions.

***Key Achievements:***

* Produced $500M in yearly revenue with the IT infrastructure using open source platforms for clients requiring SMS solutions through credit card transactions.
* Through innovation developed new IT product offerings over credit card processing and monitoring in the prevention of fraud by fraud gateway framework solutions. Resulting in producing $500M yearly review across IT-based solutions.

**Banco do Brasil | Brasilia, Brazil| 1996 – 2009**

**Executive Manager**

**Senior IT Leader**

Promoted and executed the development of roadmaps for 12K point telecommunications presence, worldwide networks, and the voice over IP Telecom Expense Manager program.

***Key Achievements:***

* Reduce in 25% the cost of International links and centralized the management of the network in Brazil remodeling the International WAN solution and new service offerings.
* Delivered a TEM solution for better control of calls and the reconciliation with telecom which reduced 35% in call expenditures through the intelligent voice routing.

*Education*

**Master of Business Administration in Network and Distributed Systems**

*Universidade Federal Rio Grande do Sul*

**Bachelor of Science in Information Technology**

*Universidade Pioneira de Brasilia*

*Professional Certifications*

**Módulo Certified Security Officer**

## ITIL Foundation

## CISSP (getting certification)

***Portuguese****,* ***Spanish****,* ***English***