



# CRISTIAN ARMENTEROS

STRATEGIC IT & DIGITAL TRANSFORMATION LEADER  
SERVICE DELIVERY EXPERT  
DRIVING INNOVATION  
MAXIMIZING BUSINESS EFFICIENCY AND GROWTH  
MODERN WORKPLACE  
CLOUD  
CYBERSECURITY  
ENTERPRISE COMPUTING

## CONTACT

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CV Web

## ABOUT ME

Strategic IT and Digital Transformation Leader with 20+ years of experience. Proven track record in delivering measurable results: +50% cost optimization in infrastructure migrations. 98%+ SLA compliance in critical projects. +23% improvement in service quality. +30% increase in customer satisfaction. -25% risk reduction in cybersecurity. Expert in managing operations, projects, and teams (30+ people) to drive operational excellence and digital change.

## EDUCATION

**Bachelor's Degree in Computer Science**  
Universitat Oberta de Catalunya

**CFGS Senior Technician in Computer Application Development**  
IES Badalona VII (Sept. 1997 - June 1999)

## CERTIFICATIONS

**ITIL® V4 Foundation** - October 2024

**Financial Fundamentals** - March 2022

**ITIL® V3 Foundation** - October 2013

**Certificate of accreditation of competences (ACTIC)** - January 2012

## SKILLS

**Leadership & Strategy:** Strategic Planning, Team Leadership (30+), Incident & Change Management, Program/Project Management, Risk Management, Stakeholder & Client Engagement, Financial Control.

**Technical Expertise:** Azure, M365, AWS, Hyper-V, VMWare, Intune, SCCM, SIEM, EDR, IAM, Backup, BBDD, NAS & SAN, Networks, ITIL V4, ServiceNow, Jira, SAP.

## LANGUAGES

Spanish - Native competence

Catalan - Native competence

English - Full professional proficiency

## WORK EXPERIENCE

### HEAD OF MODERN WORKPLACE & CLOUD

ALTEN SPAIN | JANUARY 2025 - JULY 2025

Led Modern Workplace & Cloud transformation, driving 17% operational efficiency and 23% service quality improvements, managing teams of over 30 individuals and contributing to RFPs.

### OPERATIONS DIRECTOR

TRINITECH EUROPE S.L.U. (SEIDOR GROUP) | APRIL 2023 - DECEMBER 2024

Directed strategic growth, increasing team size by 10 people and managing a budget that grew by over 120%. Implemented process improvements that prevented penalties and optimized operational efficiency.

### SERVICE DELIVERY MANAGER

SEIDOR | JULY 2022 - MARCH 2023

Administered the Workplace service for the Catalan government, ensuring 98% SLA compliance. Led team coordination for over 100 people and executed corrective actions for client satisfaction.

### SERVICE DELIVERY MANAGER

FUJITSU SPAIN | SEPTEMBER 2019 - JULY 2022

Managed delivery of infrastructure and workplace service for clients in manufacturing and banking, optimizing SLAs by 18% and improving customer satisfaction by 24% through process improvements.

### SERVICE DELIVERY MANAGER

DXC TECHNOLOGY | NOVEMBER 2015 - AUGUST 2019

Coordinated the migration and management of infrastructure services to DXC VPC, leading a large team from India, which resulted in cost optimization of over 50% and a 20% improvement in customer satisfaction.

### CYBERSECURITY PROGRAM MANAGER

DXC TECHNOLOGY | AUGUST 2018 - JULY 2019

Led cybersecurity projects, completing 10 key programs on time, which resulted in a 25% risk reduction and 15% economic optimization.

### CLIENT CAPABILITY LEAD

HEWLETT PACKARD ENTERPRISE | FEBRUARY 2011 - NOVEMBER 2015

Led the management of key client accounts and infrastructure services, increasing client satisfaction by 19% and optimizing SLAs by 12%.

### WORKPLACE TEAM LEAD

UNILAND CEMENTERA (FCC GROUP) | MARCH 2001 - FEBRUARY 2011

Led a team of 4 people, improving SLA compliance by 14% and increasing customer satisfaction by 30%.