



Diego Souto Catoira

Program Manager, Head of Technology Strategy & Partnerships at Altia

✉ Arteixo, 15141, A Coruña, ES

✉ +34 654598409

✉ dsoutoc@mailfence.com

✉ <https://diegosouto.duckdns.org>

Experienced Program Manager at Altia with a proven track record in diverse projects including consulting, software development, system implementation, and support-maintenance. Currently, I focus on advising, pre-sales, and developing value propositions. I actively contribute to internal company improvement processes, spanning quality, technology, and strategy. I also collaborate transversally within Altia Group's Global Risks Unit and serve as Head of Technology Strategy and Partnerships within Altia's Technology Directorate. My past transversal roles include corporate tools, training management, and process improvement. I am committed to continuous learning and strive to instill values of professionalism, responsibility, and dedication to excellence in my teams.

Skills

Kubernetes

Kubeadmin, Helm, Harbor, Prometheus, MetalLB, Bare-Metal

Linux

Debian/Ubuntu, Bash Scripting, Services, SysAdmin

LLMs

OpenAI API, RAG, Langgraph, LiteLLM, Langfuse, Inference Runtimes, Prompt Engineering, Qdrant

IoT

Smart City Platform, Mashups, OpenData, GIS, IoT Gateways/Nodes

EAI-SOA

ESB, Message Brokers, API Management, Microservices, Event-Driven Architecture

Backend Development

Java, Hibernate, Spring/Spring Boot, Maven, JPA, Node.js, Express.js, Python, FastAPI

Frontend Development

HTML, CSS, Javascript, JSP/Servlets/JSTL, Struts

Smart Cards

PC/SC, APDUs, PKI

Project management & DevOps

Redmine, JIRA, Microsoft Project, Jenkins, Sonarque, ArgoCD, Nexus Repository, Dependency-track, Git, SVN

Organization

Prioritized planning, Team management

Communication

Assessment, Assertive listening, Power selling, Negotiation, Teaching skills

Leadership

Motivation, Passion, Example setting, Consensus building, Decision making, Hiring & Performance Reviews, Mentoring

Project management

PM, SCRUM, ITIL, CMMI, Product Manager, Roadmap Planning & Delivery

Proactivity

Proactive planning, Anticipating needs, Taking initiative, Risk management

Continuous Improvement

PDCA, Lean, Teamplating, Process Industrialization, Automation

Customer Orientation

Empathy, Customer needs assessment, Business development, User experience, Service design, SLA management

Team Player

Altruism, Collaboration, Adaptability

Continuous Learning

Self-directed learning, Adaptability, Curiosity, Perseverance, Growth mindset

Awards

IT Tech Engineering Student prize

1999

A Coruña University

June 1999

✉ <https://udc.es>

Languages

Spanish

Native

██████████

English

B2

██████████

Profiles

✉ diegosouto

✉ diegosc78

✉ diegosc78

✉ ponte124

Education

University of A Coruña 2000-10-01 - 2003-06-30

Computer Engineering Engineer

✉ <https://udc.es>

Final project about design of an ERP middleware

University of A Coruña 1996-10-01 - 1999-06-30

Technical Computer Engineering in Management Technical Engineer

✉ <https://udc.es>

Final project about algorithm complexity automatic calculation

Experience

Altia 2023 - present

Technology Strategy and Partnerships Manager Oleiros

✉ <https://www.altia.es>

- Member of the Global Risks Unit

- Member of Innovation Laboratory Committee

- Technology Observatory and definition of the company's technology strategy

- Management of partner relationships

- Establishment of corporate architecture and development guidelines

- Leadership of internal product evaluation team

Altia 2006 - present

Project and Program Manager Oleiros

✉ <https://www.altia.es>

- Management of development and maintenance projects, primarily in Java technologies

- Management of system integration projects

- Management of consulting projects

- Management of solution implementation projects

- Leadership of innovation projects

- Collaboration in the evolution of the corporate process model

- Collaboration in the implementation and certification of quality models

Altia 2012 - 2017

Training Manager A Coruña

✉ <https://www.altia.es>

- Coordination of global training activities for the company

- Collaboration in defining strategic training guidelines

Altia 2004 - 2006

Analyst-Developer, Consultant A Coruña

✉ <https://www.altia.es>

- Development and maintenance projects for J2EE technology applications.

- Strategic systems and security consulting

GIGG & La Milagrosa Gerontological Center 2003 - 2004

Project Manager

✉ <https://investigacion.udc.es/es/Research/Details/G00083>

- Led maintenance project for the Galician Social Inclusion Plan management system

- Collaborated in R&D&I projects

- Led development project for gerontological clinical record management

Level Telecom 1999 - 2000

Analyst-Programmer Santiago de Compostela

✉ <https://www.leveltelecom.com>

- Consulting for ERP implementation in the textile sector

- Development of EDI integration components

- Web maintenance

A Coruña University 1998 - 2002

Programmer, Systems Technician A Coruña

✉ <https://udc.es>

Intern at the University's Computing Center and IT department:

- Server installation and configuration

- Web maintenance

Projects

MyAssistant: AI Chat app and agents for internal use 2024

Design and development of an AI chat application with agent capabilities for internal use within the company, integrating with various internal systems and databases to enhance productivity and information retrieval.

Give quick access to valuable internal information.

Reduce human intervention in internal service desk.

Improve presales processes.

LLMs, Qdrant, Langgraph, FastAPI, Typesense, Kubernetes, LiteLLM, Langfuse

Development and implementation of a social bond management system. 2021-2023

Design, development and implementation of a social bond management system for emergency food aid in a council, together with a supermarket chain as a collaborator, using a card.

Hundreds of people benefited from the system

Reduced human intervention and errors

Upscaling social services capacity for helping more people

Java, Spring Boot, Angular, Hibernate, JPA, AWS, PostgreSQL, Linux, Tomcat, REST, Docker, AKS

Development of the Lugo Smart City Initiative. 2018-2021

Several subprojects, including e-administration, a citizen portal, citizen card upgrades, IoT and water energy management system, smart parking, GIS, OpenData portal, ...

Implemented a new citizen portal.

Upgraded the citizen card system to include new services.

Coordinated several IoT system deployments.

Deployed new servers and virtualization infrastructure.

vSphere, HPE, Java WebApps, Mercurio, Drupal, EcoMT, CKAN, Consul participation

Consulting for improving TIC area management processes and implementing a request management tool. 2017-2018

IT Processes redesign. Implementation of a issue tracking and project management tool

Redefined IT processes for better efficiency

Implemented a robust issue tracking system

Redmine, ITIL

Technical support service in the construction and maintenance of dashboards, reports and indicators. 2017-2025

Data Office service

Pentaho, PowerBI, Airflow, NiFi, Superset, Kubernetes

Audited hardened network and servers infrastructure

Detected several security issues for fixing

Support-maintenance service for multiple financial master systems. 2017-2018

For one of the biggest multinational clothes retailers in the world

Leading corrective and evolutive maintenance for more than 20 master systems.

SLA management and reporting.

Drastically reduced data errors and incidents.

Service improvement through process industrialization.

Java, Spring, Hibernate, JDBC, GWT, AS400, SWT

SOA platform migration and support-maintenance. 2016-2017

Implementation and subsequent support-maintenance of a SOA platform, mainly an Enterprise Service Bus (ESB). Includes also service availability, audit flows, failover, balancing, throttling, message routing, ...

Successfully migrated from Oracle Service Bus to WSO2.

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Deployed new services for several consumer systems.

WSO2.

Support-maintenance of several corporate systems. 2017-2021

eLearning, surveys, inventory, endpoint agent, CRM, analytics dashboards, CI/CD...

Connected multiple systems through integrations, ETLs, synchronizations,...

Docker, Kubernetes, LimeSurvey, Moodle, OCSNG, SuiteCRM, SnipeIt, Metabase, Jenkins, Sonarque, Nexus, ArgoCD, Dependency-track, Keycloak, Harbor

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