

LUIS ANTONIO HERNANDEZ

DELIVERY MANAGER

CONTACTO



+52 55 2673 2058



hernandez.a.luis@gmail.com



Allende 2, Tenango del Aire,
Estado de México



[Linked In Profile](#)

PROFILE

Senior Software Consultant & Delivery Manager with over 15 years of experience in software consulting for banking and insurance sectors. Over the past 5 years, I have led teams of 100+ professionals in strategic projects, including application development, migrations, and technology upgrades, ensuring on-time and high-quality deliveries under Agile methodologies and scaled frameworks. In the last 3 years, I have driven the delivery of Data & Analytics solutions, managing key digital transformation and data optimization initiatives.

EXPERIENCE

Delivery Manager

IDS Comercial

2020 - Actual

Responsibilities:

- Leadership in software development and Data & Analytics project delivery, ensuring compliance with timelines, quality, and budget.
- Management of multidisciplinary teams, driving agile methodologies to maximize efficiency and productivity.

Key Achievements:

- Consistently met organizational growth objectives, achieving a 24% annual growth rate.
- Cost optimization and increased profitability within the managed department.
- Expansion of Data & Analytics operations, strengthening both internal and external capabilities.

Project Manager

Quarksoft

2018 - 2020

Responsibilities:

- Leadership and management of the full implementation lifecycle of software projects in the insurance sector.
- Coordination with technical and business teams to ensure strategic alignment.
- Preparation of operational and executive-level reports, facilitating informed decision-making.

Key Achievements:

- Successful implementation of a strategic project across multiple applications for an international insurance company, ensuring PCI DSS compliance.

Project Manager

Tata Consultancy Services

2017 - 2018

Responsibilities:

- Leadership in the implementation of technology projects for the banking sector.
- Conducting functional analysis and cost-benefit studies to optimize resource allocation.
- Supervision and management of vendors to ensure service delivery in compliance with SLAs.

Key Achievements:

- Strategic design and planning for the implementation of new ATM software for a leading bank in Mexico.

Delivery Manager

IDS Comercial

2014 - 2017

Responsibilities:

- Management and administration of IDS Software Factory in Querétaro, establishing methodological and quality standards.
- Implementation of best practices to optimize software factory service delivery.

Key Achievements:

- Consolidation of the IDS Software Factory in Querétaro.
- Expansion of operations, successfully supporting the two most widely used banking mobile applications in Mexico.

EDUCATION

Master's Degree in Data & Business Intelligence **2023 - 2025**
Universidad Tecnológica de México UNITEC

Bachelor's Degree in Computer Engineering **2004 - 2009**
Universidad Autónoma del Estado de México UAEM

SKILLS

- Project Management
- Agile Methodologies & Scaled Frameworks
- Business Intelligence & Data Strategy
- Strategic Planning & Execution
- Active Listening & Effective Communication
- Leadership & Team Growth
- High-Performance Team Building
- Decision-Making & Problem-Solving
- Storytelling & Executive Presentations
- Design Thinking & Innovation

CERTIFICATIONS

- **Scrum Master (CSM) – Scrum Alliance**
- **Project Management Professional (PMP) – PMI**
- **Management 3.0 Certification**
- **Leadership Development Program – ICAMI**
 - Focused on strengthening leadership skills in mid-level management.
- **Advanced Managerial Skills Program – ICAMI**
 - Designed to enhance soft skills for mid-level management, reinforcing case-study methodologies.

LANGUAGES

- **Spanish – Native**
- **English – Professional Working Proficiency**
- **Italian - In Progress**