MANOEL BENICIO

Director of Practices and Strategic Business

Architecture | Application | Cloud | Modernization

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Summary

Senior executive with 20+ years leading operations and technology in large enterprises. Expert in application modernization, multi-cloud architecture (Azure, AWS, GCP, OCI) and strategic business development. I lead cross-functional, multicultural teams to achieve operational efficiency and technological innovation, resulting in increased productivity, cost reduction and greater value for customers and stakeholders. Passionate about challenges, committed to excellence, with persuasive communication and negotiation skills in global environments. upgrades and implemented cost-reduction measures leading to significant savings.

Skills

|Customer First	|Client Centric	|Customer Journey
|Project Management Methodologies	|Risk Management	|IT Service Management Agile
|IT Budget Management	|Enterprise Information Systems	

Certifications

|AWS Solution Architect Cert.	|Azure Solutions Architect Cert.	|Oracle Multi-Cloud Architect Cert.
|AWS Security Specialty Cert.	|Azure Cybersecurity Architect Cert.	|Azure Security Engineer Cert.
|Azure Database Adm. Cert	|Azure Network Engineer Cert.	|Google Associate Cloud Cert.

Strengths

Strategic Planning	**Leadership**	**Project Management**
Instrumental in designing IT strategies system efficiency by 30% previous workplaces. efficiency in service delivery.	Led a team of 20 professionals, that improved fostering growth, innovation, and at	Managed over 15 large-scale IT projects, delivering on-time and within budget.

Experience

Indra-Tech
Sao Paulo, BR
2023 - Present

Head Strategic Business Development – Apps & Cloud Modernization

Managed a diverse team of developers delivering projects and products across many regions over Americas and EMEA.

- Developed products and solutions that increased customer revenue from 25% to 50.5% over a span of 2 years.
- Managed an annual budget of $200M, leading to an overall cost reduction of 37.4% of IT expenditure.
- Led cloud modernization initiatives, including migrating legacy systems to cloud based platforms, resulting in improved operational efficiency and cost savings.
- Conducted market research and competitor analysis to stay ahead of industry trends, identifying emerging technologies and recommending innovative solutions to enhance business processes and optimize performance.
- Launched a training program for staff, resulting in a 47% increase in technology proficiency among team members.

Indra-Tech
Sao Paulo, BR
2023 - Present

Sr Data & Analytics Practice Manager

Oversaw large-scale IT projects within the health services sector, ensuring timely and efficient execution

- Led a cross-functional team of data engineers in developing and implementing data-driven strategies to optimize business performance, resulting in a % increase in revenue.
- Reduced IT project completion time by 25% through implementation of agile methodologies.
- Designed and implemented a data governance framework to ensure data integrity, quality, and security across all business units, reducing data errors by 25%.
- Successfully oversaw IT human resource activities for a team of 185 professionals.

Andela
New York, USA
2022 - 2023

Head Cloud & Data Professional Services

Provided leadership for a team of developers, security, and infrastructure professionals, ensuring delivery of efficient services.

- Facilitated successful implementation of many cloud and data legacy migrations and upgrades.
- Fostered a culture of ownership, inclusiveness, accountability, and a sense of urgency.
- Delivered innovative solutions to effectively incorporate well architected frameworks into the public/hybrid cloud environment.
- Directed the continuous review of current systems, reducing costs by 18.5%.

Telefonica Tech
Sr Cloud Operations Manager

Leadership for driving customers to digital transformation, accelerating migration to cloud journey.

- Directly reporting to COO was main leader managing main initiatives to drive customers to digital transformation, technology modernization initiatives managing the execution of strategies to modernize the overall technology landscape while eliminating technical debt.
- Orchestrated and led the implementation of cloud infrastructure projects, resulting in a 30% decrease in operational costs and a 65% increase in system performance.
- Ability to negotiate complex and often contentious issues; reach consensus and work through people to achieve key goals.
- Increased cloud customer consumption and accelerated adoption of cloud services by overseeing the discovery phase, design, and deployment of solutions.

Telefonica Tech
Head Contracts for Cloud Services

Oversaw large-scale IT projects within the health services sector, ensuring timely and efficient execution.

- Led a cross-functional team of data engineers in developing and implementing data-driven strategies to optimize business performance, resulting in a % increase in revenue.
- Lead major B2B contracts for the LATAM region at a global insurance company facilitating the sales team in promoting new products and solutions and collaborating with the operations team to migrate on-premises applications to public clouds using scalable and distributed solutions.
- Managed a datacenter team in Brazil and Miami overseeing teams from many Squads while effectively managing CAPEX/OPEX budget.
- Successfully oversaw IT human resource activities for a team of 185 professionals.

NICE
Program Manager | Public Safety

Provided leadership for a team of developers, security, and infrastructure professionals, ensuring delivery of efficient services.

- Facilitated successful implementation of many cloud and data legacy migrations and upgrades.
- Main sponsor from NICE with Business Partners, effectively managing contracts (SLAs, performance, training, delivery) between NICE and BPs
- Managed partners across all US regions to deliver professional services, collaborating closely with engineering and product teams to design, demonstrate, and deploy NICE solutions using cloud architectures that effectively addressed customer business problems.

NICE
Professional Services Manager

Provided leadership for a team of developers, security and infrastructure professionals, ensuring delivery of efficient services.

- Facilitated successful implementation of many cloud and data legacy migrations and upgrades.
- Fostered a culture of ownership, inclusiveness, accountability, and a sense of urgency.
- Delivered innovative solutions to effectively incorporate well architected frameworks into the public/hybrid cloud environment.
- Directed the continuous review of current systems, reducing costs by 18.5%.

NICE
Subject Matter Expert (SME) Enterprise

Provided leadership for a team of developers, security, and infrastructure professionals, ensuring delivery of efficient services

- Coached, mentored, and developed a team of world-class engineers, enabling them to reach their full potential and enhance their skill set in the CALA region.
- Shared extensive knowledge, expertise, and industry best practices with the Professional Services Team, fostering a culture of continuous learning and improvement.
- Advised and supported the local Services Director in effectively managing a diverse team of professionals working on complex and innovative projects throughout CALA.
- Collaborated closely with Project Managers, Pre Sales, and Product Managers to define and execute product roadmaps that successfully catered to the needs of our customers in the CALA region, resulting in enhanced user satisfaction on scale.

WITTEL
Senior Technical Specialist - Enterprise Wittel

- Spearheaded the deployment, documentation, and seamless transition of all NICE Solutions across Latin America, USA, and EMEA regions, both onsite and remotely.
- Demonstrated exemplary expertise in integrating NICE solutions with various call centers, banking, and financial marketing vendors including Avaya, Cisco, Siemens, Nortel, IPC, Orange, and others.
- Fostered strong relationships and fostered collaboration with Support organization, Product team, and R&D.

Education

Computer Systems Networking and Telecommunications | **Bachelor's degree**

Solutions Architecture | Master of Business Administration - **MBA**
FIAP