

MANOEL BENICIO FILHO

Delivery Services Director | Program Manager | Practices Manager | Cloud IA & Data Modernization
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EXECUTIVE SUMMARY

Services Delivery Director with 20+ years leading enterprise-scale IT programs and delivering business solutions of moderate to high complexity across insurance, financial services, telecommunications, and public safety sectors. Responsible for all program/project management and delivery, solution architecture, and IT governance standards compliance, with proven accountability for IT budgets exceeding \$200M annually across multiple cost centers and business units. Deep insurance background: managed Telefónica's largest BPO operation — the \$500M/year Espacio Mapfre program (one of the world's largest insurance groups) — overseeing end-to-end policy administration, claims processing, and underwriting technology platforms. Ensures alignment of the Strategic Information Systems Plan with business priorities, contributes to IT strategy, translates strategic intent into actions, and executes strategic plans resulting in business and technology change. Certified multi-cloud architect (AWS, Azure, GCP, OCI) with expertise in IT governance (ITIL, COBIT, ISO 20000, ISO 27001), vendor/outsourcing management, and translating business needs into attainable plans. Responsible for local ASP, ISP, Data, Operations, and Security retained staff, including maintaining necessary knowledge capital. Uses high emotional intelligence to manage conflict, show empathy, and build high-performance delivery frameworks.

CORE COMPETENCIES

STRATEGIC & BUSINESS

- IT Strategy & Business Alignment
- Insurance & Financial Services IT
- Strategic Info Systems Planning
- IT Budget & Financial Modeling
- P&L / Cost Center Management
- Executive & Stakeholder Advisory
- Revenue & Cost Optimization
- Big Picture Thinking
- Trend Scouting & Innovation

TECHNICAL & DELIVERY

- Solution Architecture
- Program & Project Management
- Cloud Modernization & Migration
- Application Modernization
- Delivery Framework Design
- ASP / ISP / Data / Ops / Security
- Insurance Platforms (Tronweb/SAP)
- Multi-Cloud (AWS/Azure/GCP/OCI)
- Business Change Initiatives

GOVERNANCE & LEADERSHIP

- IT Governance (ITIL/COBIT)
- Compliance (ISO 20000/27001)
- Vendor & Outsourcing Mgmt
- Change Management
- Cross-Functional Leadership
- Training & Mentoring
- Escalation Management
- Emotional Intelligence
- Account Executive Leadership

PROFESSIONAL EXPERIENCE

Head of Financial Services & Insurance (SSFF) — Apps & Cloud Modernization

Indra Group / Minsait | São Paulo, Brazil · 2023 – Present

- Lead the SSFF segment covering all private banks and insurers (Santander, Mapfre, BrasilSeg, Getnet) doubled segment of revenue YoY for 2 consecutive years across multiple business units and complex organizational structures
- Responsible for all program/project management and delivery, overseeing a team of 50+ professionals (developers, solution architects, security, infrastructure) delivering business solutions of moderate to high complexity
- Own \$200M annual IT budget across multiple cost centers; achieved 37.4% expenditure reduction through strategic vendor consolidation, financial modeling, cloud cost optimization, and process re-engineering
- Drove customer revenue growth from 25% to 50.5% through solution architecture design and cloud modernization products aligned to insurance and banking client business outcomes
- Contribute to establishing IT strategy, translating strategic intent into actions, and execute strategic plans resulting in business and technology change — present investment roadmaps and business cases to executive committees

- Ensure alignment of the Strategic Information Systems Plan with business priorities and improve organizational governance by optimizing IT governance processes aligned with ITIL, COBIT, ISO 20000, and ISO 27001
- Lead and mentor Account Executives (Level I and II) — developing next-generation IT delivery leaders through structured training, certification programs, and hands-on coaching
- Spearhead legacy-to-cloud migrations for insurance clients, translating business needs into attainable plans for policy administration, claims processing, and core banking modernization
- Consistently identify and pursue business and efficiency opportunities as trend scout — proactively identifying future customer needs and translating into technology investment proposals
- Completed Indra's 'Líderes Transformadores' executive leadership program (2025) — developing high emotional intelligence to manage conflict, show empathy, and drive self-awareness in leadership

Senior Data & Analytics Practice Manager — Insurance & Health Services

Indra Group / Minsait | São Paulo, Brazil · 2023 – Present

- Oversee large-scale IT programs in insurance and health services verticals, ensuring timely execution, quality assurance, and regulatory compliance across complex organizational structures with multiple business units
- Lead cross-functional teams of data engineers and architects, delivering data-driven strategies for underwriting decisions, claim processing optimization, and operational risk assessment
- Developed and implemented delivery frameworks that reduced project completion time by 25% through agile methodologies, DevOps automation, and sprint optimization
- Implemented enterprise data governance framework, reducing data errors by 25% for insurance regulatory reporting and business intelligence across the organization
- Mentor 15+ IT professionals through AWS/Azure/GCP certification journeys since 2024 — training and developing technical professionals to build a culture of continuous learning and necessary knowledge capital

Head of Cloud & Data Professional Services

Andela | New York, USA · 2022 – 2023

- Led 30+ developers, security, and infrastructure professionals in cloud and data program delivery across US and international clients in complex multi-business-unit environments
- Managed globally distributed engineering teams (India, Nigeria, Egypt, Europe, Americas) — utilized big picture thinking to see organizational complexities and translate technology initiatives into business results
- Facilitated legacy migrations and technology upgrades aligned to AWS/Azure Well-Architected Frameworks and IT governance best practices, ensuring compliance with solution architecture standards
- Built high-performance culture rooted in ownership, inclusiveness, and accountability — delivered 35% team velocity improvement through delivery framework optimization
- Managed vendor relationships, outsourcing partner performance, SLA governance, and contract optimization — handling customer challenges and partner escalations across multiple geographies
- Drive organizational change management for cloud-first technology adoption, leading business change initiatives with significant technology components and coaching stakeholders through transformation

Sênior Cloud Operations Manager — Espacio Mapfre BPO Program (\$100M/yr)

Telefónica Tech | São Paulo | Miami | Madrid · 2021 – 2022

- Managed Telefónica Tech's largest BPO operation (\$100M/yr) for Mapfre — one of the world's largest insurance groups — overseeing ~200 direct reports and 2,000+ indirect resources across Brazil, USA, and Spain in a complex multi-business-unit organizational structure
- Responsible for local ASP, ISP, Data, Operations, and Security retained staff — maintaining necessary knowledge capital and ensuring service continuity for Mapfre's mission-critical insurance workloads
- Delivered end-to-end IT operations for Mapfre's insurance platforms: Tronweb (policy administration), SAP (ERP), claims processing systems, underwriting platforms, and customer-facing digital channels
- Reported directly to COO as trusted strategic advisor — contributed to IT strategy, translated strategic intent into actions, developed project concepts, created plans, and oversaw implementation of business solutions of moderate to high complexity

- Handled customer challenges and escalations from internal and external business partners — used high emotional intelligence to manage conflict, show empathy, and drive resolution effectively
- Identified new business and efficiency potentials as trend scout of future customer needs — orchestrated cloud infrastructure migration delivering 30% cost decrease and 65% performance improvement
- Led organizational change management driving ITSM/ITIL adoption across insurance BPO operations — embedding structured IT governance processes aligned with ISO 20000 and ISO 27001
- Ensured regulatory compliance for insurance data handling: data residency, privacy (LGPD/GDPR), business continuity, and information security for Mapfre's multi-country operations

Head of Contracts for Cloud Services — Mapfre Insurance Account

Telefónica Tech | São Paulo | Miami · 2020 – 2021

- Led major B2B contracts for Mapfre across LATAM — managing full lifecycle of cloud service agreements, SLAs, financial modeling, and compliance for insurance technology platforms
- Partnered with Mapfre's insurance operations teams to migrate on-premises policy administration, claims, and underwriting systems to public cloud (AWS/Azure), translating business needs into attainable migration plans
- Managed IT budget across multiple cost centers including datacenter teams in Brazil and Miami — overseeing CAPEX/OPEX budgets, capacity planning, and disaster recovery
- Managed ASP and ISP vendor relationships, ensuring service level compliance and operational excellence across infrastructure and application tiers for Mapfre's insurance workloads
- Ensured compliance with insurance regulatory requirements (LGPD/GDPR) for data handling across multi-country operations with complex organizational structures

Program Manager — Public Safety

NICE | Dallas, USA · 2016 – 2020

- Led multi-vendor program delivery of enterprise public safety solutions across US regions — managing developers, security, and infrastructure professionals in complex environments
- Managed outsourcing partner ecosystem across US regions — overseeing SLA governance, performance management, training, and delivery frameworks for business partners
- Designed delivery frameworks and oversaw implementation of enterprise-grade solutions of moderate to high complexity — on-time, on-budget, and on-scope with structured IT governance
- Handled executive-level escalations from internal and external partners — resolved complex challenges through structured problem-solving, stakeholder negotiation, and high emotional intelligence
- Consistently identified business and efficiency opportunities, proactively scouting emerging technology trends to determine potential future customer needs

KEY ACHIEVEMENTS

Revenue Growth 25% → 50.5% customer revenue via cloud modernization solutions across multiple business units

Cost Reduction 37.4% IT expenditure reduction on \$200M+ annual budget through financial modeling and vendor optimization

BPO Program Scale \$500M/yr Mapfre insurance program — ~200 direct + 2,000+ indirect resources across 3 countries

Segment Growth Doubled SSFF segment (insurance & banking) headcount and revenue YoY × 2 consecutive years

Performance Gain 65% cloud infrastructure improvement + 30% cost decrease through solution architecture optimization

Delivery Acceleration 25% project time reduction via agile/DevOps delivery frameworks and process optimization

CERTIFICATIONS

CLOUD & ARCHITECTURE

- AWS Solutions Architect – Associate
- Azure Solutions Architect (AZ-303)
- Oracle Multi-Cloud Architect (OCI)
- Google Associate Cloud Engineer
- Azure Network Engineer Associate
- Azure Database Administrator

SECURITY & GOVERNANCE

- AWS Security – Specialty
- Azure Cybersecurity Architect
- Azure Security Engineer Associate
- ITIL Service Management Foundation
- EXIN ISO/IEC 20000 Foundation
- ISO/IEC 27001 (Information Security)

EDUCATION

- MBA — Solutions Architecture | FIAP – Faculdade de Informática e Administração Paulista | 2020
- Bachelor's — Computer Systems, Networking & Telecommunications | 2017

INDUSTRY EXPERTISE

- **Insurance (Primary)** End-to-end BPO operations (\$500M/yr Mapfre — one of world's largest insurance groups), policy administration (Tronweb), SAP ERP, claims processing, underwriting platforms, Dynatrace monitoring, LGPD/GDPR compliance, SSFF segment leadership (Mapfre + BrasilSeg), data governance for insurance reporting, multi-country insurance operations
 - **Banking & Financial Services** — Private and Public banking (Santander, Itaú, Getnet, Banco do Brasil, Caixa Economica), core banking modernization, financial modeling, data analytics, regulatory compliance, P&L and cost center management
 - **Telecommunications & Media** — B2B enterprise contracts, cloud migration, managed services, network infrastructure operations, vendor/outsourcing partner management
 - **Public Safety & Government** — Mission-critical systems, multi-vendor program delivery, enterprise integrations, delivery frameworks, escalation management
 - **Health Services** — Large-scale IT programs, data-driven strategies, regulatory compliance, complex organizational structures
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