

MARTIN LLAMAS GALINDO, PhD

LATAM IT Manager | Regional IT Operations | Cloud & Infrastructure
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Languages: Spanish (native), English C1/C2

PROFESSIONAL SUMMARY

Seasoned IT Leader with 20+ years of progressive experience driving regional IT operations, infrastructure, and digital transformation across the LATAM region. Expert in managing multicultural teams, enforcing corporate IT standards, and aligning regional technology strategies with global objectives. Proven track record in project delivery, service desk leadership, cybersecurity, and building high-trust relationships with stakeholders at all levels. Adept at crisis management, change governance, and enabling business value through innovative IT solutions.

CORE COMPETENCIES

- IT Operations & Service Desk Leadership
 - IT Governance & Change Management
 - IT Infrastructure, Applications, Cybersecurity
 - Stakeholder Engagement & Communication
 - Project & Portfolio Management (Agile/Scrum)
 - Team Building & Talent Development
 - Crisis & Incident Management
 - Budget & Vendor Management
 - ERP, Analytics, Networking
 - Cloud Platforms: Azure, AWS, GCP
 - English/Spanish Communication
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PROFESSIONAL EXPERIENCE

Chief Operating Officer

Honne Services – Monterrey, NL | Jan 2025 – Present

- **Regional IT Escalation & Contact:** Serve as primary escalation point for all LATAM IT issues, leading resolution across infrastructure, digital, applications, and cybersecurity.
- **Stakeholder Engagement:** Engage with regional business leaders to document IT needs, communicate priorities to corporate IT, and ensure local requirements are met.
- **Corporate IT Alignment:** Enforce global IT standards and change management processes within the LATAM region, acting as conduit for updates and projects impacting local operations.
- **IT Service Desk Leadership:** Guide local IT service desk team, ensuring adherence to KPIs and continuous service improvement.
- **Project & Portfolio Management:** Maintain LATAM projects and enhancements in the global IT portfolio; communicate progress to local and corporate stakeholders.
- **Crisis Management:** Take command of critical IT incidents, driving cross-team escalation and rapid resolution to restore services.
- **Process Optimization:** Proactively recommend technology-driven improvements tailored to LATAM business challenges.
- **Cultural Leadership:** Foster a culture of trust, openness, and respect, modeling and promoting organizational values.

Azure Cloud Manager

KTSA – KPMG Technology Services Americas – San Pedro Garza, NL | Jan 2024 – 2025

- Managed end-to-end delivery of Azure services across LATAM using Hub and Spoke model.
- Collaborated with enterprise architects and stakeholders to define, prioritize, and deliver IT solutions.
- Led Scrum teams and facilitated communication between business and technical groups.

- Drove cloud compliance, security certification, and formal project methodologies.
- Developed technical and business documentation and ensured knowledge transfer.

Sr. Architect – JAR Group / Cloud Manager – AXTEL

Monterrey, NL | 2017 – 2023

- Directed cloud operations for enterprise clients, including ERP, Office365, and mission-critical SAP workloads.
- Led IT teams of up to 90 staff, overseeing service desk, project delivery, and vendor management.
- Participated in ISO27001 audits, IT change management, and DR orchestration.
- Enhanced efficiency through process automation and continuous improvement.

(Prior experience available upon request; includes IT leadership roles across public and private sectors in Mexico.)

EDUCATION & CERTIFICATIONS

- **PhD, Forensic Sciences** – Cescijuc, 2022–2023
- **Master's in IT Security** – UNIR, 2017–2019
- **BSc, Computer Systems Engineering** – Specializing in Networking & Security
- **Certifications:**
 - Microsoft Certified: Azure Solutions Architect Expert
 - Microsoft Certified: Azure for SAP Workloads Specialty
 - Microsoft Certified Trainer (MCT)
 - Microsoft Certified: Azure Administrator Associate
 - ITIL Oriented (Operations, Service Delivery)

TECHNICAL SKILLS

- **Cloud:** Azure, AWS, GCP
 - **Enterprise IT:** Active Directory, Office365, Exchange, SAP, SharePoint
 - **Security:** Azure AD, Intune, Cybersecurity, ISO27001
 - **Project Management:** Jira, Confluence, Azure DevOps, Scrum, Agile
 - **Scripting:** Powershell, Yaml
 - **Languages:** Spanish (native), English (fluent)
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KEY ACHIEVEMENTS (Sample)

- Reduced regional IT incident response time by 30% through escalation protocol standardization and cross-team collaboration.
 - Led SAP S/4HANA migration and cloud transformation for major enterprise, exceeding KPIs for uptime and compliance.
 - Orchestrated successful disaster recovery and IT change management exercises across multiple LATAM business units.
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References and prior experience available upon request.