

More than 20 years of experience in different management positions of responsibility and in areas of Information Technology, Design of support services for Technology, Processes, and Quality

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Work experience

Regional Director

TIBA IT Services (Soporte Remoto de México SAPI de CV) June 2017 - Current

Outsourcing of IT support services

Leading 14 direct people



Responsibilities:

Plan strategies to **improve internal and external performance** of the organization with the purpose of enriching their operations.

Facilitate the **creation of the processes** that allow the implementation of the aforementioned strategies.

Organize and manage the resources that are used in the organization to get the most out of it.

Managing **human talent** to ensure the attainment of the objectives set by the company efficiently.

Define and implement the **technological horizon** that allows the support processes that the organization needs to obtain the defined objectives.

Definition and **control of the budget** of the organization, as well as that of each project.

Analysis of the **income statements** of the company.

Monitoring and control of **the cash flow** of the organization.

Evaluation of the main **suppliers** (personnel, telecommunications, services)

Relevant results :

- **EBITDA increase by 28%** through cost and expense control, as well as boost revenue with a higher marginal contribution
- **Increase in collection effectiveness by 10%.** Punctual follow-up to the collection deadlines, reaching in some cases the recurrent advance payment.
- **Increase in the company's income by 7%.** Through the sale of the services to an Airport Group.
- **Availability of infrastructure greater than 99%.** Through IT management based on the framework established under the ISO 20000 standard.

Director of Processes and Technology.

TIBA IT Services (Soporte Remoto de México SAPI de CV) November 2012 - June 2017)

Outsourcing of IT support services

Leading 12 direct people



Responsibilities:

Define the strategies with which, through the processes and their empowerment in technological tools, allows leverage and achieve the objectives set by the organization.

Establishment of the service and quality management system based on the **ISO 20000 and ISO 9001 standards**

Define and implement **technological roadmap** by migrating infrastructure on premise to cloud services such as **Azure, Service Now, Office 365**, among others for the enabling of business processes.

Administration and operation of the technological infrastructure for **compliance with the levels** of availability service agreed with our customers.

Definition, control and execution of the **budget of the area** .

Relevant results :

- **ISO 20000 Certification in 9 months.** Certification obtained through BSI developing a Service Management System to manage the company's technological infrastructure.
- **ISO 9001 Certification in 6 months.** Certification obtained through BSI complementing the Service Management System to complete the Quality Management System.
- **Availability in the infrastructure > 99%.** Design of a CMDB through the mapping of technological sub-services and the implementation of the necessary tools for the proactive monitoring of infrastructure.
- **Migration of ITSM from Remedy to Servicenow** . As a continuation of the platform migration plan from on premise to cloud services.

Solutions Design and Implementation Manager

TIBA IT Services (Soporte Remoto de México SAPI de CV) January Sept. 20 - October 2012

Outsourcing of IT support services

Leading 5 direct people .



Responsibilities:

Develop the methodology and implement the necessary tools to **properly size** the new projects of the company.

Analyze the operating costs to determine the **cost structure** necessary for each type of service offered by the organization.

Set the **sale prices** of the services offered.

Design and implement the processes and formats for the execution of **new project implementations** based on the reference framework established by the **PMI (Project Management Institute)**.

Operate during the **stabilization** stage the projects implemented.

Relevant results :

- **Sales support more than \$ 120 MP in TCV.** In projects to Government and Private Initiative in services of national scope.
- **Deviation from the expected marginal contribution - 3%.** The comparison of the financial performance of the projects with respect to the budget did not exceed three percent.
- **Compliance of the projects + 98%.** The compliance rate of the projects based on time and estimated costs established by the Project plan.
- **Implementation of support to 10,000 devices nationwide** . Highly complex project with service levels from 4 hours and solution involving more than 300 employees.

Technology Infrastructure Manager

TIBA IT Services (Soporte Remoto de México SAPI de CV) February 2006 - January 2009

Outsourcing of IT support services

Leading 6 direct people .



Responsibilities:

Implement , operate and maintain the collaborative communication system based on **Microsoft Exchange**.

Migrate, operate and support the ITSM system (Information Technology Service Management) to **BMC Remedy** in a high availability environment.

Migrate, operate and support the **Cisco Enterprise** Contact Center system, based on VoIP, in a highly available environment with multi-channel telephony, chat and email services.

Define the telecommunications through **networks** of all kinds: point to point, vpn , mpls , as well as various technologies such as wireless, copper, fiber optics.

Evaluation and acquisition of hardware: servers, firewalls, routers, switches, energy backup equipment, emergency power plants.

Define and implement the images in the computing equipment of end users.

Development of applications adapted to the specific needs of the operation.

Relevant results :

- **Availability of infrastructure + 99%** . By monitoring active equipment, servers and services.
- **Migration from CRM to ITSM** . Rethinking the role of CRM and promoting the implementation of a market leading ITSM: BMC Remedy .
- **Migration from Contact Center Express to Enterprise** . On a Cisco platform implementing functionalities such as multi-skills , integration to databases, multichannel chat and email, CVP .

Operations Manager

TIBA IT Services (Soporte Remoto de México SAPI de CV) December 2002 - January 2006
Outsourcing of IT support services

Leading 6 direct people .



Responsibilities:

Implement the projects of new clients attracted to the company.

Selection of operational personnel.

Enabling **technological tools** : telephony, telecommunications links, computer equipment and applications necessary to provide the support service.

Personnel management as **activities, schedules, skills** necessary to complete the levels of services acquired through service contracts with our customers.

Preparation and **presentation** to the clients of the **results** of the support work contracted.

Attention to our clients regarding doubts, complaints, opportunities for improvement or growth in the scope of our services through monthly meetings.

Relevant results :

- **Renewal of contracts 100%** . The monitoring and customer service allowed renewing 100% of the contracts during my administration.
- **Compliance with service levels + 95%** . Through the constant supervision of the operative personnel identifying the key factors of success for the fulfillment of the contracts.
- **Implementation of Contact Center**. Implementation of the first Cisco Express Contact Center (VoIP) system in Mexico.
- **Development of software for support**. Development of software for ticket management as well as the development of a tool to provide support via Chat and remote control.

Systems Manager

Escarh Business Group (June 1998 - December 2002)

Administration of human capital and transportation of personnel

Leading 4 direct people.



Responsibilities:

Network administration (based on Novell)

Administration and support of the computing equipment of end users.

Development of web applications for job board support

Development of applications for administration of operating personnel in IBM plant

Acquisition of computer equipment.

Results:

- **Implementation of electronic mail**. Moving from having a single email account for the entire company to implementing a server that enabled email to each of the collaborators.
- **Migration to Web application**. From a system made under the DOS interface, migrate it to a Web platform for easy and extensive access to the outside of the organization.
- **Enabling technological infrastructure for new companies**. Design and implement the necessary networks and equipment in each of the newly created companies.
- **Internet service for all** . Enabling the Internet service through the LAN network through proxies servers.

Academic training

Instituto Tecnológico de Estudios Superiores de Occidente
Master's Degree in Applied Computing

Universidad de Guadalajara
Computer Engineering

Courses

- Support Center Director (HelpDesk Institute)
- Management Skills (Tec de Monterrey)
- ITIL Foundations Certificate
- Consulting sales
- Bussiness Value

Languages

English 90%

Main competences

- Organization of work
- Responsibility
- Autonomy
- Problem analysis
- Proactivity