



# Mario Alberto Montejo Garay

## BILINGUAL SYSTEMS ANALYST & TECHNICAL SUPPORT ENGINEER

### PROFESSIONAL PROFILE

Results-driven IT professional with 20+ years of experience delivering enterprise-scale technical support for Fortune 500 clients at Tata Consultancy Services. Unique combination of Electronic Engineering expertise and Psychology education enables both deep technical problem-solving and exceptional user-centric communication. Recognized with 8 individual excellence awards and 3 team leadership honors. Proven expertise in VDI solutions, cloud platforms, ITSM tools, and bilingual client support across global time zones.

### PROFESSIONAL EXPERIENCE

#### Bilingual IT and Systems Analyst Engineer

*Tata Consultancy Services (TCS) | Mexico*

- Delivered enterprise technical support for Fortune 500 clients across multiple global time zones
- Managed complex multi-tier incidents involving VDI infrastructure, cloud services, and critical business applications
- Achieved 8 'On the Spot' awards for exceptional problem resolution and going above expectations
- Received 3 'Best Team' awards for fostering collaboration and driving collective team success
- Maintained expertise in Citrix VDI, ServiceNow, Salesforce, AWS, and Microsoft 365 environments

#### Bilingual Systems Analyst & Technical Support Engineer

*Teleperformance | Monterrey, Mexico*

- Provided high-volume technical support with focus on first-call resolution and customer satisfaction
- Developed expertise in rapid diagnostics, clear communication under pressure, and efficient ticket management
- Managed incidents using ServiceNow and proprietary ITSM systems with excellent SLA compliance

#### Data Analyst and IT Engineer

*State Government Campaign | Colima, Mexico*

- Architected real-time data analytics systems for strategic decision-making during political campaigns
- Built custom voter data processing pipelines and visualization dashboards for campaign leadership

#### Director of Technology Management & Development

*Private Enterprise | Colima, Mexico*

- First company in state to establish American technology partnerships for textile architecture
- Led cross-border business development, vendor negotiations, and technical integration initiatives

#### Founder & CEO — Digital Printing Technology Company

*Entrepreneurial Venture | Colima, Mexico*

- First company to import Japanese wide-format digital printing technology to the region
- Established international supplier relationships, managed procurement, and trained local workforce

### ★ KEY ACHIEVEMENTS & HIGHLIGHTS

8x On the Spot Award Winner • 3x Best Team Award • 20+ Years IT Experience  
Fortune 500 Enterprise Support • Bilingual (English/Spanish) • Entrepreneurial Leadership

### CONTACT

✉ mtromario98@hotmail.com

📍 Mexico

📍 Remote Work Available

### EDUCATION

#### MSc PSYCHOLOGY

Minor in Education

#### BSc ELECTRONIC ENG.

Systems & Circuit Design

#### DELE CERTIFIED

Ministry of Education, Spain

#### BUSINESS ENGLISH

Advanced Professional Level

### TECHNICAL SKILLS

- Citrix VDI / Workspot VDI
- Citrix Cloud Platform
- AWS / Microsoft Azure
- ServiceNow ITSM
- Genesys Cloud / Avaya
- Salesforce CRM
- Microsoft 365 Suite
- Palo Alto VPN / Zscaler
- Mainframe Systems
- PPS / POC / POS Systems

### SUPPORT EXPERTISE

- L1/L2 Incident Management
- Hardware Installation
- Network Troubleshooting
- Software Diagnostics
- Escalation Handling

### LANGUAGES

**Spanish** Native

**English** Professional Bilingual

**Korean** Basic (lived in S. Korea)