



# 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.

## 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)

## 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