

Alejandro Antonio Jiménez

IT Head | AMS, Architecture & Development Manager | Strategy & Corporate Governance

CONTACT INFORMATION

Mob: (+52)55 2922 0699 | **Email:** jimenez.antonio@outlook.com | **LinkedIn:** [in/alejandro-antonio-jimenez/](#) | **Address:** AZC, CDMX, Mexico.

PROFESSIONAL SUMMARY

Director of Technology and Operations with 19 years of experience leading digital transformation strategies, IT governance, and operational excellence in multinational environments. Expert in project portfolio management, financial optimization (CAPEX/OPEX, global contracts >25M USD), and leadership of teams of more than 350 FTEs in LATAM, Europe, and the US.

Recognized for aligning the IT area with business objectives, driving technological innovation, and generating measurable results: cost reductions of up to 65%, availability improvements of >99%, the image and perception of the IT area of >97%, as well as increased efficiency and revenue generation by >35%. Strategic profile focused on efficiency, scalability, innovation, and value creation.

KEY SKILLS

- IT Governance and Strategy:** Design and execution of strategic IT plans, ensuring alignment with corporate objectives.
- Modernization/Digital Transformation:** Implementation of ERP/CRM solutions, analytics, automation, and cloud infrastructure.
- Financial Management (P&L, CAPEX/OPEX):** Budget management, cost optimization, and global contract negotiation.
- Critical Operations Management:** Management of mission-critical environments (Support, Development, Quality, Operations).
- Global Leadership and Talent Management:** Management of teams of more than 350 professionals using nearshore/offshore models.
- Innovation, Security, and Improvement:** Implementation of operational improvement and cybersecurity models.

SOFT SKILLS

- Troubleshooting and Negotiation
- Strategic decisions making
- Communication and Stakeholders management
- Leadership and Team management
- Project and Financial planning
- Results driven and continuous improvement

EDUCATION

- Master** in Business Administration, Universidad del Valle de México – 2026.
- Bachelor’s Degree**, Systems Engineering, Universidad del Valle de México – 2004.
- Diploma** in Quality Systems Management in Six Sigma, Universidad Ibero – 2008.

CERTIFICATIONS

- | | |
|------------------------------------|------|
| • ISO 9001 Internal Auditor– SGS | 2024 |
| • MS Project Black Belt – IIL | 2025 |
| • SCRUM – CertiProf | 2025 |
| • Yellow Belt Six Sigma – SUPERANT | 2025 |

FRAMEWORKS

- Quality:** ISO 9001-55000-4001-14001-45001, Lean/Six Sigma, IATF 16949, NOM 194-042.
- IT:** ITIL, TOGAF, COBIT, ISO 27001, ITSM, SAFe, DevOps, NIST, DevSecOps.
- Projects:** PMI / PMBOK, Scrum, Kanban, Waterfall, PPM, OPM3.

SOFTWARE

- ERP/CRM:** SAP S/4HANA, SAP SF, Salesforce, Workday, Dynamics BC, NetSuite, PeopleSoft, HubSpot
- Cloud y BI:** Azure, AWS, Power BI, Tableau, WIX, Citrix, VMWare, Hyper-V, WordPress.
- Engineering:** .Net, Java, JavaScript, Kubernetes, Microservices, SQL Server, Oracle.
- Projects:** MS Project, Jira, Planview, SmartSheet, Trello, Primavera.
- Support:** ServiceNow, ASANA, Helix ITSM, Splunk, Remedy, Datadog, Dynatrace.

INDUSTRIES / COMPANIES

Banking: (Santander, BBVA, Nasdaq, Banorte, Sura, AIG) **Industry:** (Flex, Whirlpool, Audi, VW, Nissan) **Consulting:** (ITERA, Experis, SRM) **Pharma:** (Eli Lilly) **Food & Beverage:** (Bimbo, Diageo, Grupo Modelo) **Retail:** (Nike, Louis Vuitton, Burlington C.) **Government:** (SHF, IMSS, PEMEX, IFT) **Transport:** (Aeroméxico, Volaris, IAMSA).

PROFESSIONAL EXPERIENCE

Senior Solutions Architect / Delivery Manager. *EXPERIS – IT consulting (2023 / 2025)*

Technology Leader, responsible for the design and implementation of mission-critical enterprise platforms (SaaS, PaaS, IaaS, ERPs, CRMs, BI), ensuring efficiency, profitability, and regulatory compliance. Experience in cloud solutions, payment methods, and advanced analytics.

- Define the technology roadmap for strategic clients, aligning IT investments with business plans.
- Oversee the architecture project portfolio, prioritizing initiatives with high financial and operational impact.
- Advise C-level and senior management on strategic decisions regarding digitalization, operating models, and transformation.
- Drive integration and customer experience strategies, designing marketing, sales, and operations solutions.
- Establish partnerships with global providers (Microsoft, Salesforce) to access better pricing and licensing.
- Evaluate, propose, and select new competitive technologies (AI, RPA, IoT, advanced analytics).
- Design technology governance models to ensure standardization, risk control, and scalability in architectures.
- Develop architectural frameworks and standards, ensuring consistency across projects and technologies.
- Consolidate IT governance and quality practices, leveraging Lean, Agile, and Hybrid methodologies.
- Lead technical teams for the design, construction, and testing of various implementation projects (ERPs/CRMs).
- Coordinate stakeholders, vendors, and the technical team for the creation of customized systems, reducing TTM by 35%.
- Lead the BA and QA teams in the design and testing cycles for the implementation of cloud solutions (SAP, Dynamics, Salesforce).
- Design technology plans for the migration and adaptation of cloud services (Azure, Citrix) for clients in the US.

Key Results:

- +\$15MMXN generated in revenue in 18 months through the launch of three new services (Nike).
- 22% recovered in declining markets through digital solutions for the financial sector (Banorte, Santander).
- Increased sales by \$1.3MUSD with the implementation of PCI DSS solutions for retail and manufacturing (Grupo Modelo).

Deputy Director of Operations and Projects LATAM. *FLEX - Manufacturing (2014 / 2023)*

Deputy Director, responsible for defining and executing the technology strategy in Mexico and LATAM, in the areas of Manufacturing, Logistics, Warehouse, Support, and Production, leading portfolios of >\$25M USD and a team of +350 employees. Leader of quality, support, project management, maintenance, and logistics teams, ensuring service delivery and the execution of operational improvement.

- Manage the area's budget, +\$25M USD (CAPEX/OPEX), and lead teams of +350 resources across 6 countries.
- Direct the operations and project strategy in LATAM, consolidating shared services and achieving savings of up to 60%.
- Ensure regulatory compliance for managed services (financial, tax, legal, and regulatory) in LATAM.
- Lead ERP, CRM, Mobile, and RPA development projects under European standards (NIST, GDPR, PCI-DSS). Efficiency: 95%.
- Manage the service/support desk for production incidents, achieving 98% compliance.
- Define and manage 24/7 support (changes, metrics, support/recovery plans), achieving an MTTR of 98%.
- Ensure the successful delivery of projects based on agile and hybrid methodologies, achieving 95% compliance.
- Implement operational quality systems: ISO 14001, 45001, 55000, 9001, and Lean. Compliance: 100%.
- Ensure the Operations area is certified in COBIT, ISO 27001, and SOX. Compliance: 100%.
- 90% of staff trained in IT and Quality methodologies: ITSM, ITIL, COBIT, TOGAF, ISO, Lean, and PMI.

Key Results:

- 60% reduction in IT costs and 98% improvement in availability through migration of systems to the cloud.
- 95% increase in on-time delivery through standardization of the regional PMO.
- Certification of more than 30 warehouses with security systems in one year, reducing incidents by 80%.

IT Manager. *SRM – IT Consulting (2010 / 2014)*

IT leader, responsible for the company's technological strategy and operations (Systems, Infrastructure, Equipment, Cybersecurity), ensuring operational continuity, technological innovation, efficiency, and regulatory compliance in hybrid environments. Leadership in 24/7 support, automation, and customer management, applying global standards (ITSM, COBIT, ITIL).

- Manage the IT budget (+\$2 million MXN/year), achieving +20% efficiency in assets and suppliers.
- Lead the development of 7 mobile applications for L1 and L2 support automation.
- Implement and support business systems: SAP ECC, Salesforce, Dynamics.
- Automate Finance, HR, Support, and Purchasing processes, with an operational efficiency of +40%.
- Implement IT governance models (COBIT, ITIL, TOGAF, ITSM, SOA), achieving 90% compliance.
- Develop and certify technical teams, reducing MTTR by -35% and achieving 98% trained staff.
- Manage IT suppliers and contracts, optimizing costs and ensuring business-aligned service agreements.
- Implement IT governance practices, CAPEX/OPEX control, and strengthening organizational cybersecurity.
- Lead 24/7 support for networks, systems, infrastructure, cloud systems, and call centers, achieving 99% availability.
- Train staff in methodologies (ITIL, PMBOK, COBIT, TOGAF, SOA), with 50% of staff certified.
- Delivery Manager for the delivery and support of enterprise systems: SAP, Dynamics, and Salesforce, achieving an NPS of 42%.

Key Results:

- 20% reduction in costs and a 25% reduction in TTM through the adoption of agile methodologies in systems development.
- 90% reduction in efficiency in 6 months after implementing quality and IT support policies.
- 83% increase in user satisfaction after deploying a ticket management system (ServiceNow).