

Alejandro Antonio Jiménez

Director of IT and Innovation

CONTACT INFORMATION

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PROFESSIONAL SUMMARY

Technology leader with 20+ years of experience driving digital transformation, critical operations, and international scale-up, aligning technology with growth, profitability, and competitiveness across Mexico, LATAM, and the United States.

Expert in end-to-end IT leadership, projects, and shared services, managing P&L and OPEX/CAPEX over \$25M USD and leading organizations of 350+ members, ensuring consistent execution, strong governance, operational continuity, and alignment with corporate strategy.

Proven track record delivering business value: LATAM digital expansion generating \$15M USD in recurring annual revenue; operational optimization reducing costs by \$7M USD annually (+30% of OPEX); direct EBITDA contribution; and delivering 99.9% availability in mission-critical systems, protecting business operations exceeding \$500M USD and positioning IT as a core enabler of strategic growth.

CORE SKILLS

- **Technology Leadership**, IT Strategy & Governance
- **Financial Management & P&L Ownership** – OPEX/CAPEX (>\$25M USD)
- **Operations Management**, scalability, delivery excellence and efficiency; Lean, Agile, PMI, DevOps, ITIL
- **Digital Transformation**, innovation, modernization, scaling and regional expansion – LATAM
- **Enterprise Architecture** (Cloud, ERP, CRM, Omnichannel, AI, Automation)
- **Governance**, Cybersecurity, Technology Risk & Management
- **Leadership & Talent Development**, multidisciplinary teams (+350 resources), Mexico, LATAM, USA
- **Change & Stakeholder Management**, governance, planning, technology adoption

DIFFERENTIATORS

- Delivered \$7M USD annual savings through technology modernization, service standardization and economies of scale.
- Achieved +99.9% availability in mission-critical platforms for manufacturing, logistics, and corporate operations.
- Generated \$15M USD annual revenue through digitalization, automation, and regional service models.
- Executed digital expansion into 3 LATAM countries without increasing organizational structure, maintaining cost controls.
- Reduced critical incidents by 80% through governance frameworks and data-driven operations (ITIL + Lean).
- Protected business revenue exceeding \$500M USD through operational stability, resilience, and integrated risk management.

EDUCATION

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| • Master in Business Administration, Del Valle de Mexico University | 2026 |
| • Bachelor's Degree , Systems Engineering, Del Valle de Mexico University | 2004 |
| • Diploma in Quality Systems Management in Six Sigma, Iberoamericana University | 2008 |
| • Certifications: | |
| • Project and Portfolio Management – HP | 2024 |
| • MS Project Black Belt – IIL | 2025 |
| • SCRUM – CertiProf | 2025 |
| • Lean Six Sigma – SUPERANT | 2025 |

PROFESSIONAL EXPERIENCE

Senior Digital Solutions Leader. *Experis - IT Consulting (2023 - 2025).*

Scope: Led digital transformation programs for organizations across Mexico, LATAM, and the U.S., increasing profitability and market positioning through ERP/CRM integration, analytics, automation, cloud/omnichannel architecture, and scalable services.

Growth, Expansion & Efficiency

- Delivered 45 digital solutions in 24 months (ERP/CRM, Cloud, RPA, Omnichannel), generating \$38M MXN in revenue and strengthening positioning in strategic sectors.
- Recovered 22% market share in financial services through networking, digital implementations, and dedicated delivery teams, generating \$800K USD in annual recurring revenue.
- Executed LATAM technology expansion enabling integrated offerings for retail, manufacturing, and logistics.
- Designed and launched two new regional analytics- and automation-based service models for Nike, generating \$15M MXN in 18 months, opening a new commercial segment.

- Reduced operational costs by 30% within seven months through scalable architectures (Cloud, RPA, BI) improving delivery cycles and generating 32% average ROI, with 92% on-time delivery and 26% shorter delivery times.

Leadership

- Led 30+ cross-functional professionals, promoting a culture of continuous improvement, technical specialization, and accountability.

Governance & Corporate Sustainability

- Built a regional portfolio, increasing Experis' participation in LATAM by 19% within 12 months, developing sustainable solutions that reduced energy consumption by 30%.

Deputy Director of Operations and IT Projects – LATAM. FLEX - Manufacturing (2014 - 2023).

Scope: Directed regional technology strategy across manufacturing, warehousing, logistics, and operations in LATAM. Managed a \$25M USD P&L and led 350+ professionals in projects, engineering, and operational support.

Growth, Expansion & Efficiency

- Redesigned technology investment models prioritizing projects with minimum 32% ROI, ensuring optimized capital allocation.
- Achieved full integration across ERP, CRM, and MES platforms, reducing administrative costs by 35%, scaling operations without headcount growth, and enabling real-time operational visibility.
- Led post-merger technology integration of two acquired companies' worth \$130M USD, unifying SAP, AWS, and TMS/WMS platforms across LATAM, achieving 100% system integration, 96% operational efficiency, and 50% reduction in licensing costs.
- Directed the LATAM PMO, managing 50+ simultaneous strategic projects under PMI/OPM3/Scrum and supervising 14 regional PMs, achieving 96% delivery effectiveness and 92% stakeholder satisfaction.
- Reduced system development cycles by 22% through Agile and DevOps models (Scrum, SAFe, CI/CD), guaranteeing 25% profitability on implemented projects.
- Standardized support processes in production and warehousing using ITIL and Lean, reducing response times by 20%, achieving 95% service quality and 90% incident resolution efficiency.
- Reduced operating costs by 60% through cloud migration of ERP systems, achieving 99.9% availability.
- Delivered operational efficiency programs reducing manual activity by 55% and response times from 72 hours to 24 hours through RPA-enabled automation integrating SAP B2B, Salesforce and MES systems.

Leadership & Talent

- Led 350+ multidisciplinary professionals, increasing productivity by 35% and improving retention by 25% through a culture of ownership and efficiency, creation of specialized units, and 90% certification of staff in ITIL, Lean, PMO, TOGAF, and other technologies.

Governance, Risk & Corporate Accountability

- Reduced legal and operational risks in manufacturing by 95%, implementing comprehensive corporate governance and risk frameworks (COBIT, ISO 45001, ISO 14001, ISO 27001, GDPR), achieving 99.8% compliance.
- Achieved ISO 9001 certification for logistics operations, securing end-to-end material traceability and environmental auditing through RPA-enabled automation of billing and AP processes, reducing paper consumption by 80% and waste generation by 25%, equivalent to \$2M USD in annual savings.

IT Manager. SRM - IT Consulting (2010 - 2014).

Lead the company's technology strategy and comprehensive IT operations (development, support, security, infrastructure, and talent), ensuring operational continuity, innovation, and sustainable business growth. Manage an annual budget of \$20 million MXN and a multidisciplinary team of more than 50 specialists, fostering a culture of excellence, accountability, efficiency, and continuous improvement. Consolidate the company's technology architecture, optimizing costs and increasing the availability of key services.

PMO. Volaris - Air Line (2007 - 2010).

Led the corporate Project Management Office, strengthening governance and execution of strategic initiatives, ensuring alignment with business objectives and high end-user satisfaction. Managed the IT budget (assets, contracts, vendors, and billing), ensuring financial control, transparency, and full regulatory compliance. Implemented standardized PM methodologies, reducing delivery timelines, increasing executive visibility of the portfolio, and achieving 95% user satisfaction.

INDUSTRIES / COMPANIES

Banking: Santander, BBVA, SURA, Nasdaq, MasterCard, Banorte • **Industry:** Flex, Whirlpool, Audi, VW, Nissan • **Pharma:** Eli Lilly • **CPG- Food & Beverage:** Bimbo, Diageo, Grupo Modelo • **Retail:** Nike, Louis Vuitton, Burlington C. • **Telecom:** Nokia, Totalplay • **Transport:** Aeroméxico, Volaris.

FRAMEWORKS AND TECHNOLOGIES

Strategy: SOX, ERM, ESG • **TI:** ITIL, ITSM, DevOps, CI/CD • **Project Management:** Scrum, Kanban, PMI, OPM3, Project, Jira, Smartsheet • **Quality:** Lean/Six Sigma, ISO • **ERP/CRM:** SAP, Salesforce, PeopleSoft • **Cloud-Omnichannel:** Azure, AWS, Magento, ServiceNow, ASANA, Dynatrace.