ARTURO MENDOZA

Mexico City & **Guadalajara**| 📞 + 52 7229182116 & 🟢 +52 55 2755 4616
✉ arturo10mt@gmail.com | 🌐 www.arturomt.com
Languages: Spanish (Native) | English (Fluent)

Professional Summary

Senior Program, Product & Technical Delivery Leader with 23+ years of experience leading large-scale software development, cloud platforms, and enterprise architecture initiatives for global organizations such as IBM, Citi, HSBC, Huawei, AT&T, and Laureate. Expert in bridging business strategy and technical execution through solution architecture, cloud-native platforms, microservices, API integrations, CI/CD pipelines, ERP modernization, and AI-enabled solutions. Proven ability to lead multidisciplinary engineering teams and deliver scalable, secure, and high-availability systems in regulated enterprise environments.

Core Competencies.

Customer Experience & Marketing: Omnichannel CX Design | Customer Journey Mapping | NPS Improvement | Campaign Automation | Digital Marketing Strategy | Customer Segmentation | UX Optimization

Software & Solution Architecture: Cloud-Native Architecture (Azure, OCI, IBM Cloud, OpenShift) | Microservices & API Design (REST, Event-driven, Kafka) | CI/CD Pipelines, DevOps & Release Management ERP & Enterprise Platforms (JDE, Cognos, Sterling OMS) | Data Platforms, BI & Analytics (DW, Looker, Power BI)

Financial & Strategic Leadership: ROI Optimization | KPI Analysis | P&L Management | Financial Planning | Project Budgeting | Risk & Compliance | Banking & Retail Operations

Product & B2B Management: B2B Growth Strategy | Account-Based Marketing (ABM) | Partner Relationship Management | SaaS/ERP Implementation | API Integration | Product Strategy

Agile & Program Delivery: SAFe | Scrum | Kanban | PMO Governance | Stakeholder Management | Cloud Migration | SDLC | DevOps | Red Hat OpenShift | Oracle Cloud

Professional Experience

Technical Project Manager | B-Yond – USA | Aug 2024 - Present

- Led the technical modernization of AT&T Mexico's legacy telecom platforms, defining a container-based cloud-native architecture using Red Hat OpenShift.
- Designed target-state architecture includes microservices, CI/CD pipelines, and event-driven integrations using Apache Kafka to support scalable 5G operations.
- Coordinated architects, DevOps, and development teams, reducing time-to-market by 60% and improving deployment frequency.

Product Owner / PMO Lead | Laureate – Mexico | Mar 2023 – Jul 2024

- Directed the PMO for the Real Estate division, leading multiple digital and software initiatives across portfolio projects.
- Designed KPI frameworks and executive dashboards to provide real-time visibility into project delivery, risks, and financial performance.
- Implemented a new critical-issue escalation and workflow process, reducing incident backlog by 40%.
- Collaborated with data, QA, and product teams to improve cross-functional delivery. hours

Product Manager / TPM | AgileThought – Mexico | Sep 2021 – Mar 2023

- Led the end-to-end modernization of a mission-critical ERP system, migrating JDE XE to EnterpriseOne on Oracle/Linux with a cloud-ready architecture.
- Defined integration architecture across Finance, Distribution, and Manufacturing modules, ensuring data consistency and operational traceability.
- I am partnered closely with software engineers, DBAs, and infrastructure teams to ensure performance, scalability, and secure deployments.
- Delivered the program using Agile methodologies with strict governance for financial systems

Product Manager | Intermediatica – Mexico | Sep 2020 – Sep 2021

- Led full-cycle implementation of a proprietary Cognos-based ERP for SME clients across Mexico.
- Owned solution architecture, functional design, pricing, delivery, and client onboarding.
- Coordinated development, reporting, and infrastructure teams to deliver scalable solutions

Project Delivery Manager | IBM – Mexico | Feb 2019 – Aug 2020

- Architected and led cloud migration of Liverpool's global e-commerce platform to IBM Cloud, enhancing scalability, security, and regulatory compliance for 2M+ annual transactions
- Transformed Liverpool's CX operations through improved personalization and checkout optimization, **increasing conversion rates by 28%** (worth $4.5M in incremental revenue)
- Deployed data-driven marketing solutions using IBM Cognos and Watson Analytics, enabling customer segmentation and targeted campaigns for 5M+ customer records
- Optimized AI chatbot performance for Citi-Banamex, improving response accuracy by 35% and reducing customer support costs by $600K annually

Agile Leader | HSBC – Mexico | Jan 2018 – Feb 2019

- Championed the adoption of SAFe across technology teams, coaching leadership and delivery teams.
- Served as Scrum Master for a core development team delivering enhancements to the payments platform, improving transaction speed and system reliability

Latin America PMO Lead | Huawei – Mexico | Apr 2017 – Dec 2017

- Helping to Established and directed the first regional Project Management Office (PMO) for Huawei Latin America across 6 countries, standardizing project governance and best practices
- Implemented portfolio control and risk management framework, **improving regional customer satisfaction and increasing project execution efficiency by 35%**

Project Delivery Manager | IBM – Mexico | Nov 2010 – Mar 2017

- Implemented IBM Sterling Order Management (SOM) for Liverpool's omnichannel retail operations, integrating 8 sales channels and improving B2B supply visibility
- Directed financial data analytics and CRM integration initiatives, providing real-time decision capabilities for 20+ business units
- Designed customer analytics models for Citi Banamex digital banking, **enabling predictive churn analysis and increasing product cross-sell by 19%**

Program Manager | IXE Bank – Mexico | Sep 2008 – Oct 2010

- Spearheaded implementation of Unified Customer Data Platform (CDP) **consolidating 5M+ client records**, improving CX operations and ensuring regulatory compliance
- Designed and delivered an enterprise data warehouse using a hybrid Agile/Waterfall approach
- Created comprehensive BI dashboards tracking NPS, product adoption, and cross-sell conversion across 12 business units, enabling data-driven strategic decisions

Senior Program Manager | Citi Banamex – Mexico | May 1991 – Aug 2008

- Oversaw strategic financial transformation programs spanning payments, capital markets, and treasury systems for 8M+ customers
- Led post-merger CX integration following Citigroup's acquisition of Banamex, consolidating digital touchpoints and treasury communication channels across 50+ teams
- Managed annual P&L of $25M+ and supervised teams of 30+ professionals across multiple departments

Education & Certifications

Master of Business Administration (MBA), Finance:
Instituto Tecnológico y de Estudios Superiores de Monterrey (ITESM), Mexico City
Bachelor of Science, Computer Systems Management: Universidad del Valle de México (UVM)

Professional Certifications
- PMP (Project Management Professional) – IBM Internal Certification
- Certified Scrum Master (CSM)
- Certified Scrum Product Owner (CSPO)
- Agile Leader Professional Certification (ALPC)

Academic Experience

Systems Engineering Professor | Universidad Iberoamericana (UIA) | Jan 2000 – Dec 2010

- Taught advanced courses in Software Engineering, Database Management, ERP Systems, and System Implementation using PMBOK framework to 300+ students
- Recipient of "Award of Excellent Teaching" for demonstrated excellence in curriculum development and student engagement
- Delivered keynote presentations and led workshops at university software engineering forums and industry conferences
- Mentored 15+ students who went on to management positions at major technology companies

International Experience

- **Experience**: Led programs across Latin America, USA, and global markets
- **Technical Leadership:** Successfully managed migrations to cloud platforms (IBM Cloud, Oracle Cloud, Red Hat OpenShift)
- **Change Management**: Expert in organizational transformation and post-merger integration initiatives