# CARLOS ALBERTO RUIZ BRITO

**Senior Delivery Manager | Software, Data & Infrastructure Programs and Portfolios | AI-Enabled Delivery**

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## PROFESSIONAL SUMMARY

Senior Delivery Manager with 15 years in technology and 10+ years leading software, data and infrastructure programs and portfolios for banking, retail, pharma, automotive, education and industrial clients across LATAM. I combine delivery governance (scope, budget, risks and client acceptance) with applied AI to build tools, automate testing and reporting, and speed up delivery with human validation. B.Sc. in Computer Systems Engineering and Master of Business Administration (MBA).

## KEY ACHIEVEMENTS

- Currently run a multimillion-dollar critical infrastructure portfolio with **20+ people** and concurrent multi-site programs, delivering on plan with **under 5% deviation**.
- Led as PM programs of **40+ people**, **up to 4 clients at a time** and portfolios with 5+ value streams across several countries, under fixed-price, staff augmentation and T&M contracts.
- Delivered measurable business results: **NPS +25%** (Santander Mexico), **sales productivity +15%** (Grupo Tagle), **delivery times −20%** (LATAM) and **5x policy sales** (Banorte).
- Built with AI, as a personal initiative, a delivery management platform with **15+ modules** and **18 automated E2E tests**, and use Claude, ChatGPT and Antigravity for reporting, QA and documentation.

## AI-ENABLED DELIVERY

- In the infrastructure operation I lead, I build client **value propositions** with AI support and manage the AI agent that handles first contact in the 24x7 service desk.
- As a personal initiative, built **Enfoque** with Claude, a native Android app for my daily operation: a focus block that turns on Do Not Disturb, daily plan, habits, calendar and email from my personal accounts, with security by design (API key and read-only email) and **95+ automated tests**.
- Designed and built with AI (Antigravity and ChatGPT) **PYGP**, a delivery management web platform on Google Apps Script with 15+ modules (risks, incidents and escalations, travel expenses, certifications and executive dashboard) and role-based access control.
- Automated its QA with an **18-test E2E suite** (PowerShell and headless Edge) that runs on every build, and prepared a 200-case test matrix.
- Standardized DR enablement materials with Claude (with automated quality checks) and program governance packages: RACI, stakeholders, communication plan and PMO plan.
- **Client security comes first:** I work with commercial AI tools, adapt to each client's AI platforms and only use those approved by my organization and by each client. AI proposes, I validate: decisions, RAG status and deliverables go through human review.

## CORE COMPETENCIES

Delivery Management · Program and portfolio management · End-to-end software delivery (SDLC) · Generative AI applied to delivery · Scrum, SAFe, Kanban and PMI · Fixed-price, staff augmentation and time & material contracts · Risk, dependency and escalation management · Quality and testing (unit, integration, performance, UAT and E2E) · Delivery metrics: budget, deviation and client acceptance · Stakeholders and multi-country teams · Data center migration · Disaster Recovery and Business Continuity

## PROFESSIONAL EXPERIENCE

**Senior Delivery Manager | Infrastructure & Digital Transformation** **Oct 2025 – Present**

*Framework · Mexico City · Hybrid*

- Lead **20+ people** in a multimillion-dollar critical infrastructure portfolio for the industrial sector, with concurrent multi-site programs.
- As client-facing lead, grew the main account: budget assigned to the company went from **USD 3.4M to USD 12M** and coverage from **12 to 40 sites**, after identifying the need to renew its infrastructure and proposing the solution.
- Keep hardware delivery on plan with **under 5% deviation** from baseline in the main program, in 24x7 operations.
- During a real power contingency, personally activated, together with a team member, the **DR site as primary**, with a planned return to the original site.
- Standardized recovery objectives (**RTO and RPO**) by business criticality across the Disaster Recovery programs.
- Manage a **first-contact AI agent** in the 24x7 service desk that classifies incidents, engages the client and gathers first-level information before handoff, so the team starts work with a complete case; it works as a management engine and a knowledge base that grows with every case.
- Report weekly to leadership and the client on budget, % deviation, client acceptance, and risks and issues, using Jira, Azure DevOps, Power BI, Excel and PowerPoint.

**Senior Project Manager** **Jun 2020 – Oct 2025**

*Globant · Senior IT Systems Consultant → Project Manager → Senior Project Manager · Santander, Scotiabank Caribbean, Farmacity, Droguería del Sud, Grupo Tagle, Autocity, Rotter y Krauss, UDLA, Grupo Axo, Privalia*

- Led as PM programs of **40+ people**, up to **4 clients at a time** and portfolios with **5+ value streams** (analysis, design, development, testing and deployment), with teams and clients in several countries.
- Led end to end one of Globant's first **Salesforce Commerce Cloud** projects in LATAM (Rotter y Krauss, Chile); its delivery model was replicated in other retail accounts.
- Increased **NPS by 25%** for Santander Mexico's Super App by leading its modernization program.
- Raised **sales productivity by 15%** across 20+ Grupo Tagle branches through the Salesforce migration.
- Cut regional **delivery times by 20%** by driving Agile adoption as Scrum Master / PM on multi-country accounts.
- Led Farmacity's React Native app integrated with AI Pods (CODA) and the Privalia BI migration from Spain to Mexico, recognized by Globant's EMEA portfolio.
- Started as Senior IT Consultant on the Scotiabank Caribbean core migration: Linux batch processes and databases.

**SAP Project Manager** **Jul 2019 – Apr 2020**

*Melius Services · Client: AB InBev (Mexico – Colombia)*

- Maintained **SAP Security compliance for 10,000+ users** across several countries through secure role design and audit readiness.

**Project Manager** **Sep 2018 – Mar 2019**

*Involve Talent · Client: CitiBanamex*

- Delivered automation and regulatory compliance projects (Banxico) under PMI and Scrum, with the full testing cycle: unit, integration, performance and UAT.

**Senior Systems Analyst → Project Manager** **Feb 2015 – Sep 2018**

*Banorte · Through Praxis, Global Hitss and Grupo Eisei*

- Grew **insurance policy sales 5x** in one month with the NBA/NBO solution on ATMs, and launched the first payroll credit campaign via ATM.
- Reached **12,400 policies in one week** (nearly 8x forecast) with the Driver Protection launch.
- Delivered Multichannel Sales (BPM, Java, JavaScript, BPEL), Commercial Management and Activity Log, and worked with the Analytics Unit recognized by Harvard Business Review.

**Business Systems Analyst / Systems Analyst & Developer** **2012 – 2014**

*Sistec Red 21 · Health Digital Systems · Merrick & Company · Knowledge on Demand*

- Modeled business processes to build automation applications with UML, RUP and Scrum: use cases, BPMN and functional testing.

**Information Technology Lecturer** **Jun 2018 – Present**

*Universidad Insurgentes · B.Sc. in Computer Science*

## TECHNICAL SKILLS

**Software:** Salesforce (Commerce, Service, Sales, Marketing Cloud), React Native, Android, iOS, Java APIs, SAP Security, Base24, Google Apps Script.

**AI:** Claude, ChatGPT, Antigravity, prompt engineering, prompt chaining, AI-assisted development and QA.

**Management and reporting:** Jira, Azure DevOps, Confluence, Power BI, Excel, PowerPoint.

**Infrastructure:** Huawei DR / HCI (OceanStor, OceanProtect, FusionCompute, UltraVR), virtualization, data center migration.

## EDUCATION

**Master of Business Administration (MBA)** — UNITEC, degree awarded 2026

**B.Sc. in Computer Systems Engineering** — UNITEC, 2010 – 2014

**Languages:** Spanish (native) · English (intermediate–professional)

## CERTIFICATIONS

- **SAFe® 6 Product Owner / Product Manager (POPM)** — valid through May 2027 · **Certified ScrumMaster®** — Scrum Alliance, 2022 SAFe micro-credentials (2025): Portfolio Leadership with AI · SPCs with AI · ART Kanban · Inspect & Adapt · ART Alignment Events · RTE Role · SAFe 6.0
- ITIL Foundations · Management 3.0 (2023) · Project Management training — PMI