

ÁLVARO GARCÍA

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PROFESSIONAL SUMMARY

Strategic IT Executive with 25+ years driving digital transformation and measurable business outcomes across global organizations. Proven expertise in cloud modernization, AI-driven optimization, and enterprise technology innovation that delivers substantial revenue growth, operational efficiency, and cost optimization. Excel at aligning technology roadmaps with business strategy, leading high-performing global teams, and managing complex P&L responsibilities. Trusted C-level partner bridging technical complexity with boardroom vision—specializing in operational excellence, data analytics, cybersecurity compliance, and sustainable competitive advantage through strategic insight and customer-centric delivery.

CORE COMPETENCIES

IT Strategy & Roadmap | Digital Transformation | Cloud Infrastructure (AWS, Azure, GCP) | AI Integration & Automation | Cybersecurity & Compliance (PCI, SOC2, SOX) | DevOps & Agile | P&L Management | Vendor & Contract Negotiation | ITIL v4 Framework | Team Leadership & People Development | Project & Program Management | Budget Optimization | Stakeholder Engagement | Change Management | Global Team Management | CRM & Call Center Operations

PROFESSIONAL EXPERIENCE

IT Senior Director

The Credit Pros | March 2022 – Present

Lead enterprise IT strategy and operations, managing AWS/Azure infrastructure, cybersecurity, and a portfolio of 5 vendor agencies with offshore development teams. C-level executive partnering with CTO to drive technology innovation and digital transformation with AI. AI Leadership and data analysis.

- Delivered 40% business growth and 25% workforce automation through strategic IT roadmap execution, reducing innovation project costs by 20%
- Improved DevOps delivery performance by 50% through KPI/SLA implementation and process optimization
- Established enterprise-wide PCI/SOC2 security policies and compliance monitoring framework
- Full P&L accountability for IT budget, procurement, and project management function

Engagement Manager

Rackspace | July 2021 – March 2022

Managed 10-15 enterprise customer engagements across AWS, GCP, and Azure cloud environments, driving cost optimization and Agile project delivery.

- Achieved full onboarding and independent customer management within 1 week (record time)
- Enhanced customer reporting and KPI tracking, improving transparency and stakeholder satisfaction
- Led escalation management and long-range planning for high-risk cloud programs

Director of Information Technology Operations

Payclip | July 2020 – July 2021

Developed comprehensive IT operations strategy for rapidly scaling startup, establishing regulatory processes, ITIL framework, and cross-functional collaboration between engineering, operations, business, and product development teams.

- Consolidated service operations collaboration across all departments within 6 months
- Achieved 20% budget reduction through automated procurement controls and process optimization
- Led cloud migration initiative, moving all internal tools to cloud infrastructure

- Restructured IT teams and vendor contracts to support business scalability

IT DevOps Manager / Enterprise Network Service IT Manager

Morgan Stanley | July 2015 – June 2020

Led global IT operations and network services for Fortune 500 financial services client, managing 300+ associates across follow-the-sun delivery model. Directed ITIL framework implementation, P&L management, vendor partnerships, and enterprise infrastructure strategy while collaborating with Finance, HR, Sales, and Infrastructure teams.

- Achieved and maintained 100% SLA/KPI compliance within 90 days through process optimization, quality controls, and scalable solutions adopted across multiple consulting teams.
- Managed multimillion-dollar budget and vendor contracts, optimizing costs while maintaining service excellence and implementing Splunk monitoring across enterprise accounts.
- Grew high-performing team by 20% year-over-year, implementing global training programs for technical and soft skills while meeting attrition goals and customer success metrics.

Service Operations Manager / SAP FI Consultant / IT Engineer

Hewlett-Packard | 2001 – 2014

Progressive 13-year career spanning Problem Management, Change Management, SAP FI consulting, and global IT operations. Led cross-functional teams across US, Mexico, and India in 24x7 enterprise environments.

- Achieved 50% incident reduction for month-end close process through new IT finance strategy and KPI implementation
- Developed application availability dashboard adopted as worldwide standard, reducing analysis time by 30%
- Maintained 100% success rate on root cause analysis with 90% resolution within 48 hours
- Led migration of SAP FI support from US to Mexico, achieving 0 SOX audit compliance issues

EDUCATION & CERTIFICATIONS

Leadership & Management Diploma – Monterrey Institute of Technology (ITESM), 2013

Bachelor of Computer Science & Information Technology – Western Institute of Technology (ITESO), 2001

Certifications: ITIL v4 | AWS Fundamentals | AI Integrations & Data Visualization | Six Sigma & Lean Management | Project Management | SOX Audit | PMP Methodologies

Technical: AI Integrations and AI Development | Atlassian Stack (Jira, Confluence) | Azure Copilot | SAP FICO | Splunk | GitHub | CRM & ITSM Tools | Monday.com

Languages: English (Fluent) | Spanish (Native)