



Arturo Mendoza

Agile Program & Product Manager

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Bridging business goals and tech delivery to drive real outcomes.

Location: 🇲🇽 Estado de México, México & Jalisco, GDL

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Skills

SaaS (IBM, Azure, AWS)
Agile Delivery
Program Management
Product Management
Product Owner
Digital transformation
Cross-functional Leadership
Stakeholders Management
PMO Leadership
Strategic Planning
Portfolio Management
KPI & Performance Management
Software Delivery Lifecycle (SDLC)
Process Optimization
Risk Management
Cloud Project Delivery

Tools & Teach

DELIVERY & AGILE

Jira & Confluence
Scrum / Kanban / SAFe
Azure DevOps/Github
Figma / Product Board
Monday/ Notion

PROGRAM & PRODUCT MANAGER

Product Strategy / KPI Management
Road mapping / Customer Experience
Portfolio & Risk Tracking
Data Driven
Agile Metrics & Reporting

CLOUD & ENTERPRISE

AWS (Project Environment)
Azure (Project Environment)
IBM Cloud
DevOps Collaborations

DATA ANALYTICS & AI

Business Intelligence
8n8/Claude/ChatGPT
Tableau, Power BI/ Google Analytics

CERTIFICATIONS

Scrum Master Certified
Scrum Product Owner Certified
PMP (IBM Certification)
Agile Coach (ALPC) on progress
Cloud Architecture (IBM Cloud)

Summary

Program and Product Manager specializing in Agile delivery, Waterfall project management, and digital transformation across fintech, telecommunications, enterprise, and e-commerce environments. Experienced in leading complex, cross-functional initiatives and translating business needs into scalable software solutions. Proven ability to connect strategy with execution and accelerate delivery through data-driven decision-making, modern delivery frameworks, and collaborative leadership.

Education

ITESM CDMX (Tecnológico de Monterrey) — MBA— Specialty in Finance

UVM (Universidad del Valle de México) — Computer Systems Management

Experience

Technical Project Manager — B-Yond USA (2024 - Present)

Driving product delivery initiatives focused on telecom modernization and cloud-native architectures architecture using Red Hat OpenShift ,and coordinated architects, DevOps engineers, and development teams, **reducing time-to-market by 60% and significantly improving deployment frequency.**

Product Manager / PMO Lead — Laureate Mexico (2023 - 2024)

Direct the PMO for the Real Estate division, designing KPI dashboards to track budget, scope, and schedule through Jira and Power Bi. Worked closely with Legal, Product, Operations, and QA to improve delivery quality and operational readiness, **contributing to a 40% reduction in backlog.**

Product Manager / Scrum Master — AgileThought Mexico/USA (2021 – 2023)

Lead Agile product delivery across fintech and enterprise clients and Lead the implementation of the PMO for **Santander Bank** in Mexico, managing a team of 15 Project Managers and coordinating Agile delivery across insurance, Acted as Program Scrum Master and service optimization projects using Jira, Confluence, and Azure DevOps in both Mexico and US-based engagements.

Delivery Program/Product Manager — IBM Mexico (2010 -2017) & (2019 – 2020)

Lead cloud migration initiatives for **Liverpool's e-commerce platform**, supporting more than **2M+ transactions** and driven CX optimization that resulted in +28 conversations and **\$4.5 incremental revenue**. Deployed data-driven marketing solutions for **Walmart Mexico using IBM SOM**, Cognos and Watson Analytics, enabling customer segmentation and targeted campaigns across **5M+ customer records.**

Enterprise & Banking Leadership — Earlier Career (1991 -2019)

Held leadership roles across major financial and technology organizations, including Agile leadership at HSBC supporting payments platform improvements and enterprise SAFe adoption, and regional PMO leadership at Huawei, where governance and cross-country coordination were standardized across 6 LA countries, **increasing execution efficiency by 35%.**

Earlier experience includes program leadership at IXE and Citi- Banks, managing large-scale banking, BI, and transformation initiatives.

Academic Experience — UIA (2000 – 2010)

Served as System Engineering Professor at Universidad Iberoamericana, teaching Software Engineering, ERP, and Information System, Project Management subjects with recognition for teaching excellence and participation in software engineering forums