



Arturo Mendoza T.

Agile Program & PMO Leader

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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

- Agile Delivery
- Program Management
- Product Management
- 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
- Jira & Confluence

Tools & Teach

DELIVERY & AGILE

- Jira & Confluence
- Scrum
- Kanban
- SAFe
- Azure Devops
- Lean

PROGRAM & PMO

- PMO Governance
- Portfolio Tracking
- Risk & Dependency Management
- Agile Metrics & Reporting

CLOUD & ENTERPRISE

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

DATA ANALYTICS

- Business Intelligence
- Data Warehouse projects
- Tableau, Power Bi

CERTIFICATIONS

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

Summary

Tech-driven Program Leader driven Agile delivery and digital transformation across fintech, enterprise, and consulting environments. Skilled at turning complex business needs into scalable software solutions across fintech, enterprise, and consulting environments. Strong at bridging strategy and execution, enabling fast delivery through modern frameworks, data-driven decisions, 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)

Led technical modernization of AT&T Mexico's legacy telecom platforms, defining a container-based cloud-native 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 Owner / 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.**

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

Lead the implementation of the PMO for **Santander Bank** in Mexico, managing a team of 15 Project Managers and coordinating Agile delivery across insurance, credit recovery, and currency exchange initiatives. Acted as Program Scrum Master and supported quality testing and service optimization projects using Jira, Confluence, and Azure DevOps in both Mexico and US-based engagements.

Delivery Program Manager / PMO– 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**. Also contributed to AI chatbot optimization for Telcel, improving accuracy by **35% and generating \$600K in savings.**

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