RICARDO DE LA VEGA

Senior Program Manager · Enterprise Delivery · Global Remote

Mexico City · +52 55 14 43 9636 · ricardo@rdelavega.lat · linkedin.com/in/rdelavega · rdelavega.lat

Senior Program Manager with 20+ years leading complex, high-risk technology programs across Financial Services, Fintech, and regulated environments. Proven track record of restoring execution clarity, redesigning governance structures, and driving measurable delivery outcomes in global, cross-functional settings. Expertise in cloud migrations, DevOps transformations, and large-scale infrastructure consolidations. Open to remote and hybrid opportunities globally.

CORE COMPETENCIES

Program & Delivery Governance · Enterprise Technology Transformation · Cloud & Infrastructure Delivery · DevOps & SaaS Implementations · Risk Mitigation & Escalation Management · Cross-Functional Team Leadership · Vendor & Budget Oversight · Executive Stakeholder Communication · Agile / SAFe / ITIL · KPI Tracking & Performance Optimization

PROFESSIONAL EXPERIENCE

FICO
2020 – 2025

Sr. Program Manager — DevOps & SaaS Delivery | Mexico · Remote

· Reduced time-to-market by **85%** for Falcon Fraud Manager global implementations across Mastercard, Goldman Sachs, Itaú, TSYS, and Discover — cutting average deployment cycle from 6 months to 2 weeks.
· Directed 20+ production deployments across the U.S., Latin America, and Europe including on-premise-to-cloud migrations, disaster recovery failovers, and CI/CD pipeline improvements.
· Led governance and execution rigor across fraud prevention and compliance portfolios, aligning technology delivery with client P&L objectives and regulatory requirements.
· Orchestrated cross-functional collaboration across Cloud DevOps, Cybersecurity, Database Operations, Networking, Development, and SRE teams across multiple time zones.

Honeywell Technology Solutions
2010 – 2019

Sr. IT Program Manager | San Luis Potosí, Mexico

· Achieved **88% OpEx reduction** through global network infrastructure consolidation — modernizing LAN/WAN/WLAN/SDWAN across all regions for 80,000 employees.
· Led enterprise VoIP deployment and communication platform modernization, delivering multi-million-dollar annual savings recognized by the CIO office as a best-practice initiative.
· Managed vendor relationships, multi-million-dollar budget oversight, and executive stakeholder communication across a 9-year engagement spanning infrastructure modernization.
· Directed large-scale redesigns of voice and data networks, upgrading LAN/WAN/WLAN/SDWAN/E911 services across multiple regions.

Independent Technology Consultant
Technology & Operations Consultant | Mexico City   *2007 – 2010*

· Deployed Domino's national online ordering system for Alsea — end-to-end delivery across all Mexican locations.
· Directed data center operations, development teams, and network infrastructure for Grupo Reforma, including the launch of Reforma.com.
· Managed data center operations for Televisa, ensuring continuity for one of Mexico's largest media organizations.
· Oversaw the launch of HSBC Premier Online banking platform for HSBC LATAM.
· Led cross-functional initiatives spanning network infrastructure, process optimization, and vendor management across media and retail sectors.

S&P Global
Global Operations & Infrastructure Director LATAM | Mexico City   *2003 – 2007*

· Maintained 99.9% enterprise availability across multi-region infrastructure supporting S&P Global, Platts, Capital IQ, McGraw-Hill Education, and Businessweek.
· Reduced operational costs by 20% through data center consolidations across 20 Latin American countries.
· Orchestrated infrastructure consolidation across five business units, stabilizing mission-critical delivery for premier global brands.
· Promoted to Regional Director based on results during Center of Excellence implementation across LATAM.

C E R T I F I C A T I O N S

PMP (PMI) · PMI-ACP (Agile) · SAFe Framework · Prince2 (Practitioner) · ITIL v3 (AXELOS) · Six Sigma Green Belt · COBIT Governance · AWS Cloud Practitioner · CCNP (Cisco)

E D U C A T I O N

Master's Degree, Computer Science · Bilingual: English / Spanish

T O O L S   &   F R A M E W O R K S

AWS Cloud Services · Azure DevOps · Jira & Confluence · ServiceNow · Jenkins · CI/CD Pipelines · Puppet · Ansible · Power BI · Tableau · Microsoft 365 / Teams · Cisco CCNP · GRC Tools