CARLOS A. GONZÁLEZ OYARZÁBAL

Technical Project Manager | Technical Delivery Manager

Applied AI & AI Governance | Software Modernization & Transformation

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PROFESSIONAL SUMMARY

Technical Project and Delivery Manager with extensive experience leading software development, modernization, migration and digital transformation initiatives across complex business and technology environments, including hands-on experience as Scrum Master. Combines delivery leadership with technical depth to understand solutions, engage effectively with technical teams, manage risk and connect business objectives with technology execution.

Professional experience applying AI to delivery, Quality Engineering and the SDLC, including LLMs, AI-powered skills, agents, RAG assistants and agentic approaches. AI Governance is also an important area of professional work, combining the analysis and operationalization of frameworks, standards and regulation with the development, testing and application of practical governance approaches.

Background spans project, product and delivery management, software modernization, requirements engineering and business analysis, knowledge recovery from source code, Agile practices, risk management and enterprise technology.

CORE COMPETENCIES

Technical Project & Delivery Management | Product & Project Management | **Software Modernization & Transformation** | **Applied AI** | **AI Governance** | SDLC & Quality Engineering | Risk Management | Requirements Engineering & Business Analysis | **Agile Delivery & Scrum Master** | **Knowledge Recovery from Source Code & Legacy Modernization**

PROFESSIONAL EXPERIENCE

Globant | Delivery Manager / Technical Project Manager / Scrum Master | Feb 2020 – Present

Lead technology delivery across software development, modernization, migration, Quality Engineering and digital platforms, with responsibilities spanning planning, P&L, provisioning, delivery and billing, staffing, client relationships and multidisciplinary technical teams.

AI-enabled Technical Delivery | Mar 2026 – Present

- Lead continuous improvement of activities and processes within Globant's Delivery Adaptive Framework, integrating AI capabilities and complementary standards to support Technical Project Management activities.
- Design and build AI-powered skills using Claude, Gemini and GPT for recurring delivery lifecycle activities including proposal review, P&L processes, risk management, status reporting and document generation; establish reusable patterns and integrate them into Globant's corporate AI environment.

AI-enabled Quality Engineering | Sep 2025 – Mar 2026

- Led a Quality Engineering efficiency initiative using Globant AI capabilities; developed a tailored Test Case Analyzer agent with orchestration capabilities and incorporated RAG Assistants and an Agentic Flow.
- Results: 36% less effort, 80% increased coverage and 120% more test cases.

AI-enabled Software Delivery | Jan 2025 – Aug 2026

- Led delivery of an Integrated Workplace Management Software Platform, coordinating Product, Development, Quality and technical teams and incorporating Agents and RAG Assistants across analysis, design, development and testing.
- Result: up to 30% improvement in efficiency in the documented project context.

Delivery Framework Modernization | Sep 2024 – Dec 2025

- Led modernization of delivery frameworks for Fixed-Price, Time & Materials and Staff Augmentation models, incorporating Agile and Waterfall practices including Scrum, Kanban, SAFe and PMO approaches.

Selected Digital Transformation & Modernization Engagements | 2020 – 2024

- Mobile Banking: delivery of development and maintenance for a mobile application for a top-three Mexican bank.

- Loyalty Digital Transformation: accountable for a Salesforce-based marketing program and mobile application for an international multi-brand food and beverage franchise, spanning business analysis, development, functional, performance and security testing.
- Application Management Services: accountable for implementation of an ITIL-based Service Desk supporting a previously migrated e-commerce platform.
- E-commerce Migration & Data Carve-out: accountable for migration from a European to a Mexican data center, covering e-commerce front end, back end, BI, mobile applications and SAP-based back office; scope included infrastructure, requirements, refactoring, rehosting, Quality Engineering, performance and security testing.
- Result: delivery on time and within budget without operational impact.

Econocom Gigigo | Senior Project Manager / Scrum Master | Jun 2019 – Mar 2020

- Led web and mobile initiatives involving AI (IBM Watson), Voice Applications, IoT, POS and geolocation across Azure, AWS, GCP and on-premise environments, from presales and proof of concept through production.
- Led Development and Quality teams and coordinated Infrastructure and Architecture teams; strengthened Scrum practices and fostered XP for production applications to reduce maintenance effort.

AN GLOBAL / SKY Televisa | Agile Project Manager / Scrum Master | Nov 2018 – Jun 2019

- Led the Electronic Invoicing (CFDI v3.3) initiative through on-premise rollout and migration to Microsoft Azure, coordinating Business Analysis/Product Owner, Architecture and Development teams.
- Established Scrum and Kanban practices, improved project risk management, and incorporated TDD during development and XP after production rollout.
- Technology environment included Windows Server 2016, SQL Server 2017, Visual Studio 2017, .NET Core 2.1 and ASP.NET Core Identity.

CONACyT – National Council for Science & Technology | Product & Delivery Manager | Mar 2015 – Oct 2018

- Led large-scale software modernization initiatives including the National Researchers System and Mixed Funds.
- Responsible for high-level architecture, functional and non-functional requirements, sizing, risk and business-rules management, and leadership of Software Factory and Quality teams.
- Established Agile practices based on Scrum, developed and executed rollout plans, and delivered objectives within budget.

Versaria, S.A. de C.V. | Project Manager / Delivery Manager | Oct 2009 – Feb 2015

Responsible for business cases and presales, PoCs, RFQs/RFPs, detailed project planning, requirements, risk assessment, functional specifications and delivery. Established a practice for identifying, analyzing, measuring and managing project risks and coordinated simultaneous distributed and mainframe initiatives.

Selected engagements

- Banamex – Reverse Engineering & Knowledge Recovery from Source Code: developed a bottom-up reverse-engineering methodology to recover business rules, model business processes embedded in legacy source code and rebuild software artifacts to support rehosting of the Payments Domain from a Unisys platform.
- Actinver – Application Migration: identified and integrated processes, risks and dependencies to migrate investment funds, electronic payments, treasury trader and trading-desk applications.
- HSBC – Production Command Center: developed a support strategy and automated Health Check System for CICS, DB2, WAS and MQ middleware across z/OS and Unix/Linux environments.
- HSBC – Data Center Role Swap: coordinated exchange of production and development services on IBM 2094-725 mainframe infrastructure between Toluca and Chapultepec data centers.
- Infonavit – Secure Data Transfer: delivered a highly secure bank data-transfer service across Windows/Linux servers and IBM 2094-725 mainframe environments, contributing to reduction of internal-audit findings while remediating security deficiencies.
- HSBC – Information Transfer Services Governance: established governance, departmental policies and procedures to mitigate risks associated with security breaches and weak data-transfer practices.
- HSBC – Cards Transaction Reconciliation: delivered automation supporting Cards and Collections reconciliation to address an identified MXN $60M difference; technology included Axway.

EARLIER CAREER

BeHelper International | Application Architect / Sales Manager | 2006–2009 — Led R&D, high-level product specification, application design/development/implementation and technical leadership; also managed B2B technology sales, strategy, customer relationships and implementation consulting.

Reportatel | Co-founder / Operations Manager | 2003–2017 — Co-founded the company and coordinated development and commercialization of an Enterprise Call Accounting System.

Grupo CASH | Operations Manager | 1993–2002 — Coordinated development, implementation and maintenance of a solutions portfolio across multiple industries and led R&D.

Aeroméxico | IT Service Delivery | 1989–1992 — Delivered projects supporting crew processes and ensured daily IT operations and service delivery.

Universidad Autónoma Metropolitana | Help Desk Head | 1985–1988 — Responsible for implementation and operation of the data-center help desk.

EDUCATION

Universidad Autónoma Metropolitana | B.S. Electronics Engineering – Digital Systems and Computers | 1981–1986

Universidad Nacional Autónoma de México | B.S. Psychology – Social; Industrial-Organizational | 2012–2015

SELECTED PROFESSIONAL DEVELOPMENT

Anthropic's AI Fluency | Agent Skills with Anthropic | Agentic AI Systems | Scrum Master Certification | Management 3.0 – Energizing People | IT Governance: A Guide for IT Professionals

LANGUAGES

Spanish – Native | English – Full Professional Proficiency