

ALFREDO CONTRERAS

Senior Program & Delivery Leader · PMO / Governance

PMP® · MBA · MIT xPRO Certificate (AI Product Design)

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EDUCATION

AI Products & Services
MIT xPRO
2024 · 64 h

MBA / MDP — Business & Project Mgmt
EUDE Business School, Madrid
2022 – 2023 · 1,500 h

IT Governance & Architecture Diploma
NETEC · ITIL v3 · COBIT 5 · TOGAF
2018

Diploma in Business Intelligence
P. U. Javeriana
2012 · 105 h

Specialist in Engineering Management Systems
P. U. Javeriana
Jan 2007 – May 2008 · 840 h

Electronic Engineer
Universidad Santo Tomás
1995 – 2001

CERTIFICATIONS

PMP®
PMI · 2010 · ID 1315582

MBA / MDP
EUDE Business School · 2023

AI Product Design
MIT xPRO · 2024

PSM I
Scrum.org · 2022

IT Governance
NETEC · ITIL/COBIT/TOGAF · 2018

LANGUAGES

Spanish	Native
English	Professional

SECTORS

Oil & Gas · Telecommunications · Government · Mass Transit Systems · Education & Training

Executive summary

Strategic IT leader with 24+ years in engineering and 14+ years leading complex delivery across Telecommunications, Oil & Gas and Government. I have governed USD 10M+ annual budgets, international vendors and distributed multicultural teams. My proposition: turn business goals into scalable and reliable IT solutions through rigorous program governance and an AI-augmented PMO operating model — accelerating portfolio visibility, traceability and decision-ready documentation, without sacrificing control, auditability or delivery cadence.

AI Strategy · Agentic AI · Program Management Office (PMO) · Generative AI · Strategic Program Leadership

Key achievements

USD 30M+
Monthly receivables recovery · Claro

Generative AI
Advisor assistant in production · Salesforce

3+ yrs
Technical Owner · B2B value stream · Claro

USD 6M+
Mahindra Comviva PreTUPS™ platform

Professional experience

IT Project Leader · Technical Owner B2B

Claro Colombia · *2017 — 2026*

Corporate B2B Customer Experience — Value Stream Technical Owner (3+ yrs)

Owned the value stream within the Business Owner – Technical Owner – Agile Coach triad; governed corporate KRs/OKRs and a feature roadmap delivered through HUT developments across platform-specialized software factories (ONYX, BSCS, SGA, AC, OFSC, HP Service Manager, IVR, Bus Empresarial…) under a scaled-agile model, with continuous vendor and software-factory interlocution.

- **Generative-AI assistant for contact-center advisors (project manager):** in production on Salesforce (Agentforce/Einstein and Data Cloud), with semantic search over the customer-service process knowledge base; the project's target is a 30% cut in average handling time.
- **Customer-facing WhatsApp AI agent (in design):** designed to be orchestrated with the existing assisted channels, using the live conversational infrastructure as a bridge to legacy systems — avoiding the wait for the full CRM migration.
- **Smart invoice summary:** when a monthly charge exceeded the customer's recent average, the bill email opened a clear AI-generated explanation, cutting call-center inflow.
- **Portfolio governance dashboard:** AI-assisted consolidation of the Azure DevOps backlog (KRs → Features → User Stories) into Excel and a Power BI dashboard built by a developer, replacing the manual Excel → PowerPoint flow; Claro 2024 podcast feature.

B2C Customer Experience — Value Stream

- **Mobile-App Revenue Assurance (Disney / Netflix / Prime):** revenue gap reduced from >90% to <1% in under a year.

Initial PMO

- **Terminal Disablement platform:** remote disablement on financed receivables; >USD 30M monthly recovery; FOTA across Samsung, Motorola, Huawei, LG; data governance at scale.
- **Avaya PBX renewal & scoring artifact:** PBX modernization plus an Excel + macros tool for project-complexity scoring.

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AWARDS & RECOGNITION

2024 · Speaker on the Claro corporate podcast
On data analytics, technical leadership and AI-driven innovation, reinforcing a culture of continuous improvement and strategic vision.

2005 · Colombian Computer Science Award — ACIS
Granted to the project Recaudo Technology Platform (Angelcom Group).

2004 · National Award for Technological Innovation — Colciencias
SORT software (Smart Contactless Card Operation and Collection System) qualified as a national R&D product. Resolution 0037 of 2004.

CLIENTS & COMPANIES

Ecopetrol · Claro Colombia · DIAN · MinTIC · Transmilenio · ThyssenKrupp Colombia · Global Knowledge

STACK & LEGACY

BSS / TELCO

BSCS (Ericsson) · ONYX · AC · SGA · OFSC · Avaya PBX · Convergent IVR

CLOUD & AI

Salesforce Agentforce · Einstein · Data Cloud · Azure DevOps · Power BI · OpenShift

FRAMEWORKS & METHODS

PMI / PMBOK · SAFe · ITIL · COBIT · TOGAF · PIVA

ENTERPRISE / DATA

.NET · Oracle PL/SQL · SQL Server · SAP HANA · SAP MDM · PPDM 3.7/3.8 · MQSeries · TIBCO BW

Previous experience

Independent Consultant — PMI + MS Project Training

ThyssenKrupp Colombia · *Oct – Nov 2017*

Independent consultancy referred by a former student at Global Knowledge: training of the client's team on MS Project under PMI methodology. Entrepreneurial milestone.

Project Manager — Mahindra Comviva Recharge Platform (PreTUPS™)

NAE + L'AVENIR · Client: Claro Colombia · *2016 — 2017*

Management of Claro Colombia's new prepaid recharge platform rollout, awarded to Mahindra Comviva (PreTUPS™), with USD 6M+ budget, 30+ stakeholders and integrations across USSD, SMS, OCS and Claro's legacy systems.

Senior PMP Consultant · PMI / MS Project Instructor

Global Knowledge / NETEC (via PM Business SAS) · *2015 — 2017*

Instructor on Project Management Foundations, PMP® exam preparation and advanced MS Project 2013 under PMI methodology. 512 night hours on demand throughout the period.

Project Leader · Indra Manager Upstream Contract · E&U Market Staff

Indra Colombia Ltda. · Client: Ecopetrol · DIAN · *2011 — 2015*

Four growth stages within Indra: Project Leader at the Ecopetrol Software Factory (Contract 5206598), staff role at the Energy & Utilities Vertical Market, Portfolio Management Leader at the DIAN Software Factory (MUISCA system), and Indra Manager of Contract 5217127 — Adaptation of Information and Technology Management for Ecopetrol's Upstream (USD 2.2M, 36 specialized resources, 12 technical initiatives).

Project Manager — National Change Manager and Interventoría

Redcom Ltda. · Client: Ecopetrol · MinTIC · *2010 — 2011*

Management of the National Change Manager track on Ecopetrol's legacy systems and of the interventoría of the Government Intranet project (MinTIC), built by Sinapsis. National implementation of change control under ITIL/COBIT; closure and handover of the service to the new operator.

Project Director — VirtualPLANT 3.0 software

Ingenio Colombiano · INGCO · *2009 — 2010*

Direction of the initial phases (requirements, architecture, planning) of the third release of VirtualPLANT — industrial production-line simulation software for universities. First opportunity leading teams of 15+ people.

Co-founder — Product and customer experience

Parvasoft Ltda. · INTUI-POS · *2009*

Minority partner in a startup building a POS for restaurants. UX refinement, bug fixes and commercial management of the INTUI-POS product (intuipos.com). Negotiated exit due to strategic divergence.

Development Engineer (2001-05) → Product Engineer (2006-07)

Angelcom Group · SAR Sistemas Asesorías y Redes · *2001 — 2007*

Six years of technical evolution at SAR/Angelcom: embedded development of the Transmilenio Phase 1 fare collection system (Colombian Computer Science Award by ACIS in 2005 and Colciencias Resolution 0037/2004 for the SORT software) and later end-to-end design of the CATI Automatic Smart-Card Recharger, presented at the CeBIT Hannover trade show. Solid foundation in electronics, RFID Smart Media and Assembler firmware.

References

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