

HERIK PEREZ



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Professional Summary

Technology Strategy & Transformation Leader with 15+ years of experience helping organizations assess, redesign, and operate more efficiently across payments, digital platforms, and technology operations in North America and LATAM.

Proven record building scalable operating models, portfolio governance, automation workflows, and executive routines that improve delivery performance, reduce operational friction, strengthen service reliability, and enable better decision-making.

Experienced in leading **cross-functional transformation** across Technology, Product, Operations, and Engineering teams, aligning stakeholders, delivery capacity, risks, and execution around measurable business outcomes.

MBA and Master's degree in Business IT (MBIT), complemented by **MIT executive** education in Digital Transformation, with credentials across **ITIL, Six Sigma, AWS, DevOps, PMP, PMI-ACP, and Agile practices**.



Technology & Delivery

AWS • JIRA • Linux • Power BI • Figma • SharePoint • BPMN • Docker • Kubernetes • DevOps • CI/CD • Jenkins • APIs • Project • GitFlow • AI/RAG workflows • Java/PHP • SQL • HTML/CSS • XML/YAML • Programming & Integration literacy for leadership and delivery governance (non-developer).



Executive Capabilities

- Technology Strategy & Business Alignment
- Operating Model & Service Transformation
- Portfolio Governance & Value Realization
- Executive Stakeholder Alignment & Influence
- Process Optimization & Intelligent Automation
- Data-Driven Performance & Decision Support
- Multicultural Team & Capability Leadership
- Technology Risk, Compliance & Service Resilience



Strategic Technology Fluency

AI Transformation & Knowledge Workflows

Product, Platform & Delivery Alignment

Digital Platforms & Service Experience

Cloud, DevOps & FinOps Literacy



Experience

VISA

North America Infrastructure Implementation Lead

11/2024 – present

- Lead North America technology portfolio readiness, prioritizing capacity, knowledge transfer, and implementation work against business value and service continuity.
- Built the target operating model and multi-team knowledge-transfer governance, clarifying ownership, repeatability, and operational readiness.
- Established KPI-based portfolio governance and executive cadences to prioritize risks, dependencies, capacity, and delivery performance.
- Redesigned intake-to-go-live processes, reducing handoffs and delivery friction while protecting reliability, compliance, and SLA performance.
- Implemented an **AI/RAG knowledge hub**, reducing information retrieval and technical response times by up to 60%.

Key Achievements

- **FY25 Portfolio Execution:** Drove execution of a complex portfolio, **completing ~70%** of initiatives and reducing (intake to go-live) cycle time by **~50%** versus initial rollouts.

Sr. Manager Tech Solutions, Global

08/2023 – 11/2024

- Led global modernization initiatives by translating strategy into roadmaps, KPI-based governance, executive reporting, and measurable delivery outcomes across regions.
- Applied Lean Six Sigma and baseline-vs-target analysis to identify bottlenecks, reduce process variability, and accelerate time-to-market.
- Drove Agile delivery transformation across distributed teams, standardizing operating cadences, prioritization routines, escalation paths, and delivery metrics.
- Strengthened alignment across Business, CX, Product, and Technology through standardized delivery models, governance routines, and scalable execution practices.
- Used operational data, cycle-time metrics, and implementation feedback to support prioritization, process redesign, and regional performance improvement.

Key Achievements:

- **Process Optimization (Green Belt): 30% cycle** time reduction through migration process redesign and governance.
- **Agile Transformation:** improved delivery and cross-market consistency through a scaled Agile operating model.

Regional Head of Process Efficiency, OLX Group

02/2022 – 06/2023

- Led distributed Product, Engineering, QA/process, and support teams across Europe and LATAM, supporting five LATAM business units.
- Standardized regional digital platforms, delivery workflows, and operating processes, improving operational sustainability.
- Transformed support operations, reducing regional support tickets and improving first-contact resolution by up to 60%.
- Converted service data, market feedback, and process insights into platform priorities that improved usability, adoption, and stakeholder alignment.

Key Achievements:

- **Core Platform Optimization:** Scaled platform and process enhancements across LATAM markets, reducing operational errors by 30% and improving delivery consistency.

Education

Professional Program in Digital Transformation in the AI Age, MIT

M.Sc. in Business Information Technology (MBIT), Los Andes University

MBA, Universidad Europea de Madrid

Systems Engineer, UNAD

Executive & Strategic Programs

Agentic AI Applied to Business, MIT

Digital Payments, Visa University

Portfolio Management, Visa University

Artificial Intelligence in Payments, Visa University

Selected Credentials

ITIL 4 Strategic Leader

PMP

Customer-centric Strategy

AWS Solutions Architect

PMI-ACP

Six Sigma Green Belt

Design Thinking

BI & Data Management

Agile SM and PO

DevOps Foundations

Cisco CCNA

∴ Selected credentials shown. Full learning and certification record available on personal web site.

Languages

- **Spanish** – Native
- **English** – Professional Fluency
- **Portuguese** – Basic

Head of Projects and Innovation, Porsche Colombia

06/2021 – 01/2022

- Led a cross-functional data governance initiative reporting to the CEO, standardizing reporting, data ownership, access rules, and source-of-truth validation across Finance, Sales, and Operations.
- Led digital documentation and e-signature initiatives, reducing document-processing turnaround from up to 48 hours to approximately 4 hours.
- Designed and automated executive and operational dashboards covering sales performance, revenue opportunities, process efficiency, and commercial targets.
- Strengthened the alignment between business strategy and IT execution through process optimization and rapid prototyping.
- Led source-of-truth alignment across SAP, CRM, core systems, and third-party platforms, defining data ownership, access rules, validation routines, and reporting standards.

Key Achievements:

- **Document Automation Rollout:** Deployed intelligent workflows that cut processing time and improved service reliability across key digital channels.

Citibank

Queue Manager / PMO

03/2020 – 06/2021

- Governed assessment, prioritization, resource capacity, and PM assignment for a regional TTS implementation portfolio spanning 11+ LATAM countries.
- Aligned portfolio demand, feasibility, scope, timelines, and capacity with strategic priorities, client commitments, and regulatory constraints.
- Improved team productivity by 20% through Agile workflow redesign, data-driven planning, and standardized routines.
- Produced executive portfolio reporting using backlog, throughput, SLA, volume, and cycle-time analytics to improve risk visibility and resource decisions.
- Mentored PMO team members, strengthening ownership, autonomy, and consistent regional delivery practices.

Key Achievements:

- **Portfolio Governance Transformation:** Established a structured assessment, prioritization, and management model for a regional portfolio and distributed technical teams.

Sr Project Manager

09/2016 – 03/2020

- Led multi-country TTS implementations, coordinating client, technology, operations, and regulatory stakeholders to improve activation predictability and service readiness.
- Streamlined implementation workflows across onboarding, configuration, and support, improving Time-to-Activation.
- Managed multi-country deployments, aligning IT execution with client needs and regulatory frameworks.

Key Achievements:

- **Scalable Product Delivery:** Accelerated TTS implementation through continuous improvement initiatives later adopted in Mexico and the South Cone.

Project Manager, Citibank TTS Account, Getronics LATAM

12/2013 – 09/2016

- Progressive roles in regional delivery and portfolio governance

Early Technical Experience

2011 – 2013

IT support, development, and training environments.