



**Martín Ledezma
Muñoz**

*IT Project Manager
Computer Systems Engineer
Master in Business Administration*

CONTACT

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LANGUAGES

Spanish — Native
English — Advanced
French — Basic

VALUES

Confidence · Commitment · Dynamism
Ethics · Family · Honesty · Humble
Initiative · Integrity · Kindness
Optimistic · Open-minded · Order
Respectful · Responsibility · Tolerance

ABILITIES

Competitive · Communication
Multitasking · Entrepreneurship
Good Judgement · Interpersonal
Leadership · Quick Learner
Adapting · Logical Thinking
Management · Negotiation · Teamwork

OBJECTIVE

To be part of a Company where I can learn as I provide my knowledge and experience to the common benefits and goals. Work in a team and establish myself professionally in a place where achievements and performance are recognized, in addition to allowing opportunities for personal and professional development.

EXPERIENCE

IT Project Manager | GE Vernova-Prolec *May 2020 – To Date*

In charge of Project Management and follow-up of projects in the Infrastructure & Cybersecurity Department. Collaboration with IT and Business Departments to complete the overall project. Coordinating different areas: Communications (Change Management, IT and end users), Infrastructure, Manufacturing and more... (+10 people). Methodologies, Analytics, Risk Management, Service Delivery. Business, Technical & Operational Readiness.

Tools: PMI, Scrum, ITIL, Agile, Project, Office 365, Power BI, Active Directory, Azure, PowerShell, Dynatrace, Virtual Machines, Networking, Infor LN, BaanIV, Salesforce, CTPAT, ISO270001...

Key Projects:

- ▶ Project 1 (May 2020 – Mar 2022): PIP LN — ERP Updates and Integration for the complete Company
- ▶ Project 2 (Feb 2022 – Nov 2022): IT Service Migration — 2 Divisions acquired in US and Brazil; transfer of Computers, Network, Servers, Apps, Users, Security Policies and overall IT Services
- ▶ Project 3 (Oct 2022 – Sept 2023): ITIL Process and ServiceNow Implementation
- ▶ Project 4 (Oct 2023 – To Date): New Manufacturing Plants - IT Implementation (3 plants)
- ▶ Project 5 (Dec 2025 - To Date): IT Service Transfer to GE Vernova for Acquisition

Service Delivery Manager | CEMEX *Oct 2019 – May 2020*

In charge of Operation Control Center, devoted to effectively manage the SAP Services delivered to the Business Units. Improve early detection of events that may cause conflicts and reduce response time. Coordination with +20 countries and their IT Managers, +300 employees in different departments (HR, BSO, Network, Change Management, Delivery Management, Help Desk, Data Center, SAP Consultants, IT Agents on different levels of support L1, L2 and L3). Leader for 10 team members. Continuous improvement in processes, documentation, and training.

Tools: PMI, Scrum, ITIL, Agile, Power BI, Hana, Slack, Solution Manager, Virtual Machines, Networking, Netcool, Azure Cloud Services, Monitoring systems

IT Project Manager | CEMEX *Oct 2017 – Oct 2019*

Telecommunications infrastructure change on an organization level. Active Directory Managing, Lotus Notes Administration, HR information Coordination, Power BI Administration, PMI, Agile and Scrum Methodologies. Executive documentation and presentations, Service Delivery. Business, Technical & Operational Readiness. Coordination with +20 countries and their IT Managers, +300 employees across HR, BSO, Network, Change Management, Delivery Management, Help Desk, IT Agents on different levels of support (L1, L2 and L3). Documentation for Readiness Management on an Organization Level.

Tools: PMI, Scrum, ITIL, Agile, Active Directory, Lotus Notes, Power BI, Office 365, Azure Cloud Services, PowerShell, Virtual Machines, Networking, Avaya IP Phones

Key Projects:

- ▶ Project 1 (Oct 2017 – Aug 2018): Office 365 Adoption — All Office Collaboration Tools
- ▶ Project 2 (Oct 2017 – May 2018): Lotus Notes to Outlook Email Services Migration
- ▶ Project 3 (Apr 2018 – Aug 2018): PC Refresh Process Upgrade
- ▶ Project 4 (Aug 2018 – Dec 2018): Network Infrastructure Documentation Process Upgrade
- ▶ Project 5 (Nov 2018 – May 2019): User Identity Standardization — Identity and Access Management
- ▶ Project 6 (Feb 2019 – Oct 2019): Mobile Device Management Migration

ACADEMIC BACKGROUND

Master in Business Administration (MBA)

Universidad Autónoma de Tamaulipas • 2014 – 2016

Data Analytics, Marketing, Resources Management, RH, Logistics, Supply Chain, Sales, Competitive Advantage, Process, Structural Changes, Business. Part of the MBA was taken in Spain along with an Internship.

Computer Systems Engineer

Instituto Tecnológico de Cd. Victoria • 2009 – 2013

Network Administrator and Technician, ITIL Tools, Maintenance, Database Analysis, Administration, Technical Support.

Information Technology Technician

CBTIS 119 Cd. Victoria • 2006 – 2009

Software, Hardware, Maintenance, Databases, Administration, Telecommunications.