

# MONTSERRAT TAMAYO AGUILAR

Director of Strategic PMO | IT | Systems | Project Manager

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[LinkedIn \(Montserrat Tamayo\)](#)

## Profile

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I am a Computer Engineer with over 17 years of experience in IT project management, focusing on creating solutions that generate value for clients. I am passionate about innovation and digital transformation. Throughout my career, I have led teams and managed complex projects, contributing to the improvement of operational processes and the implementation of strategic technological solutions.

## Skills

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**Soft:** Leadership, proactivity, self-taught, communication skills, negotiation, multidisciplinary, high focus on results, innovative, time and staff management, organizational skills.

**Software:** Shopify, Bizagi, Office 365, Microsoft Project, PPM Express.

## Professional experience

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### Director of the Strategic PMO | Forte Innovation

September 2024 - Present

- I direct and manage the portfolio of internal and external projects, ensuring compliance with deliverables and objectives.
- I implement continuous improvement processes and develop project management methodologies.
- I manage resources and mitigate risks, ensuring the quality and success of strategic projects.

#### Achievements:

- Implementation of a process for strategic projects.
- Standardization of internal methodologies and tools.
- Optimizing resources by providing capacity transparency.

### PMO Manager | Forte Innovation

September 2021 - September 2024

- I managed, validated, and documented information for each stage of the projects, following the project management process.
- I validated the quality and adherence to project progress in relation to the committed deliverables.
- I managed the change controls generated in the projects under my charge.
- I communicated progress, deviations, and risks of the projects under my charge.
- I comprehensively managed risks and findings in projects.
- I improved the customer experience by providing personalized attention.
- I ensured compliance with contractual commitments.
- I followed the project management process, implementing best practices.
- I maintained active contact with those involved in the projects, both internal and external, ensuring clear and timely communication.
- I managed the financial area of the projects.

#### Achievements:

- I implemented Operational PMO processes using mixed PMI and Scrum methodologies.
- Designed Power BI dashboards for project reporting and decision-making.
- I trained PMs with a focus on customer business value.
- Improvement of operational processes oriented towards business value.

### Product Manager | PALMERSA SOLUTIONS

2019 - September 2021

- I created and managed the products and solutions area, aligning its strategic planning with business objectives.
- I participated in government and private tenders, applying corresponding methodologies and documentation.
- I managed projects from pre-sales to customer delivery, performing system diagnostics and proposing continuous improvements to post-sales processes.

### Independent Consultant | Supermex - Technology

2017 - 2019

- I managed, planned, and prevented risks in eCommerce, virtual switch, and surveillance system implementation projects.
- I diagnosed and improved the systems area, designed work plans, and documented key processes, creating a cloud-based knowledge base.

**TI Manager | Global Assurance**

September 2014 - October 2017

- I led the migration from Exchange to Office 365 and the transition to IP telephony infrastructure, improving efficiency.
- I certified structured cabling, optimizing the company's infrastructure.

**IT BUSINESS ANALYST | SIEMENS**

2012 - 2013

- I led the comprehensive migration of the Soarian project (Electronic Medical Record System) for the High Specialty Naval General Hospital.

**Education**

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**Master of Business Administration**

January 2025 - Present

- Anáhuac University

**Computer Engineering**

2002 - 2006

- National Polytechnic Institute (IPN)

**Courses and/or certifications**

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PMP Preparation Course Edition 7, Design Thinking, Cobit 2019, PMP Project Management Certification, ITIL 4, SCRUM Master, Management 3.0, Foundation Enterprise Architect Certification Part 1, Foundation Enterprise Architect Certification Part 2, Use and Administration of Office 365, Successful Relationships, Negotiation and Conflict Management, Business Coaching.

**Languages**

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Intermediate English - Ability to engage in conversations and read texts.