

# YEISON ARBEY CARRILLO LEMUS

## Senior IT Delivery & PMO Governance Lead | Operational Resilience, Change Governance & Regulated Banking Technology

Oviedo, Spain | Open to Madrid and selected locations across Spain | Remote, hybrid or on-site  
contact@yeisoncarrillo.com | +34 691 349 087 | linkedin.com/in/ycarrillo | yeisoncarrillo.com

### PROFESSIONAL PROFILE

Senior IT Delivery and PMO Governance professional with more than 15 years of experience across regulated banking technology, enterprise systems, service delivery, and change governance.

Background combining core systems operations, infrastructure change and release governance, IT planning and control, stakeholder coordination, and PMO routines across banking technology environments involving BBVA, Santander, Cetelem, and Banco Sabadell. Experienced in applying PMBOK-aligned practices across scope, schedule, risks, dependencies, change, communications, and delivery.

### CORE COMPETENCIES

- PMO governance and executive reporting: scope, schedule, risks, dependencies, change, and steering forums.
- Service delivery and operational resilience: ITIL, SLA management, service continuity, incidents, and continual improvement.
- Change and release governance across critical banking technology environments.
- Risk, dependency, and stakeholder alignment across matrix organizations.
- Delivery governance for workflow automation and business-technology integration.

### PROFESSIONAL EXPERIENCE

#### IT Project Lead & Process Architect | GI Consultoría

Mar 2025 - Present

- Lead digital transformation, workflow automation, and enterprise technology delivery coordination initiatives.
- Contributed to a 20% reduction in critical incidents through automation and operational control frameworks.
- Coordinate technical teams and business units to improve delivery predictability.
- Establish risk, dependency, and reporting controls to support traceable decisions.
- Integrate generative AI into internal documentation, process mapping, and risk analysis routines.

#### Senior IT Project Lead | CAS Training S.L. | Banco Sabadell Technology Environment

Feb 2023 - Mar 2025

- Directed critical technology projects in a regulated banking environment, coordinating scope, risks, dependencies, and stakeholders.
- Contributed to a 30% improvement in deployment velocity through delivery coordination and structured follow-up.
- Strengthened dependency mapping and stakeholder alignment, contributing to a 22-point NPS improvement.
- Aligned business, technology, and vendor teams across critical banking operations.

#### IT Planning, Control & Governance Specialist | SII Concatel S.L.U. | Cetelem Technology Environment

Dec 2021 - Oct 2022

- Managed baselines, risks, and operational follow-up across technical delivery and planning functions.
- Improved day-to-day predictability through structured controls and reporting.
- Connected operational constraints with service improvement decisions.

#### Enterprise Change Management & IT Deployment Lead | Santander Technology Ecosystem

Oct 2018 - Oct 2021

- Directed system rollouts and change governance activities within an enterprise banking environment.
- Managed risks and dependencies across initiatives involving multiple technical and business units.
- Coordinated technical and executive forums to support timely, traceable decisions.

## Core Systems & Infrastructure Administrator | Bluetab Solutions S.L. | BBVA Technology Environment

Mar 2011 - Aug 2018

- Contributed to platform stability, operational continuity, and change control in high-availability banking environments.
- Supported critical services with a focus on resilience and continuity.
- Collaborated with technical and business units to sustain enterprise processes.

## APPLIED AI GOVERNANCE & AUTOMATION

AI Governance & Automation Prototype | Personal R&D Initiative

- Designed and governed an AI-enabled automation prototype to evaluate multi-tenant workflows, data governance, and operational traceability.
- Applied human validation, pre-execution controls, and structured contextual memory for sensitive actions.
- Evaluated n8n, Supabase, Ollama, and local models for controlled orchestration and testing.

## EDUCATION & CREDENTIALS

Business Administration Degree | Universidad Nacional Abierta y a Distancia - UNAD (Colombia), 2020

Official Spanish declaration of equivalence to Grado academic level, 2024.

**Academic distinction:** Highest GPA recognition for the Business Administration program, UNAD (2020).

**Professional certifications:**

ITIL Foundation v3, EXIN (2012) | Scrum Master Certified, Scrum Institute (2019) | Scrum Product Owner Certified, Scrum Institute (2019)

**Selected Microsoft Learn training:**

Azure AI services - development readiness, creation and consumption, security, monitoring, and containers (2024) | Power BI Desktop - data access and preparation (2024) | Azure fundamentals modules (2020).

**Project management:**

Practical application of PMBOK-aligned governance. Currently undertaking structured PMP exam preparation; PMP certification not yet obtained.

## LANGUAGES

- Spanish: Native
- English: B1 Intermediate (CEFR), currently improving professional communication skills

## TOOLS & FRAMEWORKS

- Project & delivery: Jira, Confluence, MS Project, Azure DevOps, Power BI
- Service & operations: ServiceNow, Control-M, ITIL v3
- Automation & AI: n8n, Supabase, PostgreSQL, Ollama, LLMs, Markdown
- Frameworks: PMBOK, Agile/Scrum