

Jose L. Espinosa

Lic. En Ciencias De La Informática

Insightful Information Technology Professional with more than 30 years of IT leadership experience, including infrastructure, application support, and security services oversight. Dedicated to customer satisfaction with focused delivery of technical solutions. Proven leader in directing operations, maintenance, and support of complex systems. Develops creative business solutions, leveraging diverse methodologies and delivering engineering solutions for leading organizations. Highly adept in Request for Proposal (RFP) development, technology needs assessment, and establishing effective communication between technical staff and stakeholders.

Contact

Address

Ciudad de México

Website

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Skills

Information Systems Lifecycle  Excellent

Assertive Communication  Excellent

Budget Administration  Excellent

Requirements Analysis  Excellent

Procurement Process  Excellent

Task Force Creation  Excellent


Multidisciplinary Teams  Excellent

Strategic Approach  Excellent

Customer Care  Excellent

Contract Administration  Excellent

Innovative Technologies  Excellent

Process Optimization  Excellent

Change Management  Excellent

Work History

2002-06 -
2022-06

Information Systems Manager

Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros (CONDUSEF), Ciudad De México

MAIN RESPONSIBILITIES

- Manage Information Systems Lifecycle.
- Assure compliance with Federal Regulations regarding IT.
- Lead team training, mentoring, and continuous development.
- Define Standards, bidding rules, and Service Level Agreements.
- Define project scope and requirements among senior management.
- Define Disaster Recovery Plans (DRP) for strategic systems.
- Procurement process for IT solutions, including RFP writing, project justification, budget, timeframes, and cost-benefit analysis.
- Achieve assertive communication between technical staff, users, and senior management.
- Process Analysis and Design. Conduct Proofs of Concept.
- Customer care, including technical and functional support.
- Data Modelling and Database Administration.

MAIN ACHIEVEMENTS

- Integrated and led one proficient team for maintaining seven legacy applications, 59 Client-Server/Web Systems, and 11 Mobile Apps for Android and iOS platforms.
- Reduced Information Systems project timeframes by 70%.
- Delivered 50% in savings in Digital Imaging and Document Management solutions.
- Reduced processing time for payroll by 90% and enabled the HR department to reduce paper costs by 80%.
- Integrated New Technologies focused on expanding and improving services to citizens (e.g., Virtual Document Reception Office, WebChat, Online preparation of claim documents, etc.)
- Led the development of the "Attention Modules for Mexicans Abroad" (MAEX) system to provide services to 14 Mexican consulates in the USA.

1989-01 -
2002-05

Several Information Technology Contributions

Government and private entities, Ciudad de México.

- Achieved process efficiency improvements ranging from 30% to +100%. Further details are available on my website.

Education

1987-08 -
1991-07

Bachelor of Science: Information Technology

Instituto Politécnico Nacional - UPIICSA - Ciudad De México.

Certifications

2006-10

CISA - Certified Information Systems Auditor.