

YEISON ARBEY CARRILLO LEMUS

IT Project Manager | Service Delivery Manager | Digital Transformation | Automation & AI

Location: Oviedo, Spain (Open to Relocation & Remote)

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SUMMARY

IT Project Manager with 15+ years of experience delivering large-scale technology initiatives across banking, telecommunications, and consulting. Expert in end-to-end project management, service delivery, IT automation, AI-driven optimization, cloud integration, and systems operations. Proven track record leading cross-functional teams, managing budgets up to €1.2M, and improving service reliability, SLA compliance, and operational efficiency. Advanced command of Power Platform, Azure, AWS, Generative AI, and ITIL/Agile frameworks.

CORE SKILLS

Project Management (Agile, Scrum, Waterfall) • IT Service Delivery • ITSM
Automation (Power Platform, RPA, AI Agents) • Cloud (Azure, AWS, GCP)
CI/CD (Jenkins, GitLab) • BMC Helix • Control-M • ITIL v4 • DevOps
Stakeholder Management • Budget & Vendor Management • Risk & SLA Governance
UNIX/Linux • Process Optimization • Change Management • Distributed Systems

PROFESSIONAL EXPERIENCE

IT Project Manager – Grupo Intermark Data, Spain

03/2025 – 10/2025 | Oviedo

- Led automation and Microsoft Power Platform initiatives to streamline administrative and operational workflows.
- Integrated Azure services and AI models to enhance reporting and data processing.
- Managed project governance, scope, risks, and cross-functional coordination.
- Achievement:** Reduced critical incidents by **20%** through automated workflow redesign.

IT Project Consultant & International Coordinator – SCOBS

02/2024 – 03/2025 | Remote (Spain–Colombia)

- Directed automation, AI, and optimization projects across multiple clients in Europe and LATAM.
- Built intelligent agents and Power Apps focused on operational cost reduction.
- Coordinated distributed teams, ensuring delivery quality and adherence to PM best practices.
- Achievement:** Delivered a Power Platform + Copilot ecosystem that cut document-processing time by **25%**.

Project Manager / Delivery Manager – IAAS365 / CAS Training – Banco Sabadell

02/2023 – 02/2024 | Madrid/Remote

- Managed ITSM integration using BMC Helix and Control-M for high-availability banking systems.
- Piloted CI/CD pipelines and Agile delivery for multiple digital projects.
- Oversaw stakeholders, technical teams, and operational continuity.
- Achievement:** Improved delivery times by **30%** and raised NPS by **22 points**.

Planning & Systems Control Specialist – SII Concatel – Cetelem (BNP Paribas)

12/2021 – 10/2022 | Madrid

- Managed Control-M workloads and ITIL incidents.
- Designed automation for Windows, Unix, and Linux environments.
- Achievement:** Increased system performance by **18%** via resource optimization.

Change Manager & Project Implementation Lead – Cibernos HR & Technology – Banco Santander

10/2018 – 10/2021 | Madrid

- Led CAB governance, change management, and infrastructure deployments (Ansible, Terraform).
- Implemented Kubernetes and Docker automation pipelines.
- Achievement:** Accelerated software delivery cycle by **35%**.

Distributed Systems Administrator – Bluetab Solutions – BBVA

07/2014 – 12/2017 | Madrid

- Automated Linux/AIX operations using Shell and ETL workflows (PowerCenter/Teradata).
- Achievement:** Improved batch processing by **25%**.

Systems Technician – Cast-Info / Airon – BBVA & Telefónica**02/2011 – 07/2014 | Madrid**

- Managed UNIX/Linux systems, OpenView monitoring, and Control-M scheduling.

UNIX/Linux Support Specialist – GTEC / Daema – Vodafone & Telefónica**06/2008 – 02/2011 | Madrid**

- Operated critical billing systems, batch automation, and VMware/Citrix administration.

EDUCATION

- Bachelor's Degree in Business Administration – UNAD (2016–2020)
- Diploma in Strategic Management – UNAD (2020)
- MBA – In progress
- Master in Artificial Intelligence & Innovation – In progress

CERTIFICATIONS

ITIL Foundation (Exin) • Agile Certified Practitioner • Scrum Master

Product Owner • Scaled Scrum Expert • SAP Fundamentals

TECHNOLOGY STACK

Azure | AWS | GCP | Power Platform | Jenkins | GitLab | Kubernetes | Terraform

BMC Helix | Control-M | ServiceNow | Remedy | VMware | Citrix | Linux | AIX