

Luis Gerardo Mejia Santamaria

Senior Delivery Manager & Business Leader

Medellin, Colombia | lgmejias8927@gmail.com | +57 305 310 0098 | linkedin.com/in/luisgerardomejia | Open to Remote, Hybrid & Relocation

PROFESSIONAL SUMMARY

Senior Delivery and Business Leader with 20+ years of experience driving large-scale IT outsourcing, managed services, and technology programs across LATAM, North America, and Europe. Civil Engineer by training, MBA from INALDE Business School, and seasoned executive with a rare combination of delivery excellence, commercial leadership, and C-level relationship management built across 23 years at IBM, TCS, Zensar, and Publicis. Proven track record leading delivery organizations of up to 550 professionals, managing multi-million-dollar portfolios, and turning complex high-risk environments into predictable, high-performance operations.

KEY ACHIEVEMENTS

- Led regional and international delivery organizations of **up to 550 direct reports** across multiple large-scale programs in Colombia and LATAM.
- Managed **multi-million-dollar outsourcing and managed services contracts** with full P&L; accountability, SLA governance, and financial control.
- Built IBM's complete **LATAM service portfolio from scratch** as regional executive, covering Networking, Connectivity, and IT Services across South America.
- Managed IBM's **regional alliance strategy with Cisco, Avaya, Nortel, and Lucent** as IGS Solutions Manager for Spanish South America.
- Progressed through **8 roles over 23 years at IBM** from Project Manager to Regional Executive, demonstrating consistent leadership growth.
- Served as **executive sponsor for Fortune 500 enterprise accounts** including GEA Group, SURA Corporativo, and Grupo Argos across Latin America.

CORE COMPETENCIES

End-to-End Delivery Management	P&L & Financial Control	Executive Stakeholder Management
IT Outsourcing & Managed Services	SLA / KPI Governance	Regional Alliance Management
Program & Portfolio Management	Agile & Hybrid Delivery	C-Level Client Relationships
Global & Regional Operations (LATAM)	Risk & Issue Management	Commercial & Sales Leadership

PROFESSIONAL EXPERIENCE

Senior Project Manager / Delivery Lead

Publicis Global Delivery (PGD)

December 2023 - October 2025 | Medellin, Colombia (Remote: LATAM, North America & Europe)

- Led delivery of marketing technology and software development initiatives across LATAM, North America, and Europe.
- Managed multiple delivery pods overseeing **up to 20 concurrent projects**, ensuring on-time, on-budget execution.
- Served as primary delivery point of contact for international enterprise clients, managing C-level and senior stakeholder relationships.
- Introduced Agile and hybrid delivery practices to improve execution predictability and team performance.

Customer Project Manager / Delivery Manager

Zensar Technologies

July 2022 - June 2023 | Remote: USA, Canada & Mexico

- Led delivery of enterprise technology programs for Cisco clients across the United States, Canada, and Mexico.
- Managed **up to 7 enterprise accounts simultaneously**, ensuring SLA compliance and financial performance.
- Acted as senior escalation point for delivery risks, client issues, and executive stakeholder management.

Business Relationship Manager / Delivery Manager

Tata Consultancy Services (TCS)

July 2020 - October 2021 | Medellin, Colombia

- Managed outsourcing delivery and client relationships for **GEA Group, SURA Corporativo (all LATAM), and Grupo Argos**.
- Oversaw commercial and service delivery aspects across multiple concurrent enterprise accounts.
- Drove continuous improvement initiatives to optimize delivery efficiency and client satisfaction.

Delivery & Operations Leadership — Multiple Senior Roles

IBM de Colombia

August 1997 - January 2020 | 23 Years | Medellin, Colombia & Regional LATAM

Delivery Manager | Jan 2013 - Jan 2020

- Managed all outsourcing delivery operations in Medellin and international engagements, with full P&L; accountability and SLA governance.
- Led enterprise client relationships and drove continuous improvement across a large-scale, multi-client delivery portfolio.

Project Executive Manager | Jan 2011 - Dec 2012

- Managed international outsourcing contracts with full responsibility for delivery, financial performance, and contract governance.
- Acted as executive sponsor for key Fortune 500 enterprise client accounts across LATAM.

Strategy Outsourcing Delivery Manager | Jan 2006 - Dec 2010

- Led all Strategy Outsourcing and E-Business Hosting delivery operations in Colombia and international programs.
- **Directed a workforce of 550 professionals** across multiple large-scale delivery programs, all reporting directly.
- Accountable for operational efficiency, delivery performance, and customer satisfaction across the full portfolio.

LA Networking, Connectivity & Site Services Executive | Sep 2004 - Dec 2005

- Responsible at the **Latin American level** for commercial strategy and marketing of IBM's Networking and Connectivity business lines.
- Built and launched IBM's **complete LATAM service portfolio from scratch** across all service lines.

IGS Solutions Manager — Spanish South America | Sep 2004 - Dec 2005

- Led the entire commercial and marketing strategy for IBM's services unit across South America.
- Managed strategic alliances with **Cisco, Avaya, 3Com, Lucent, Nortel, and Wincor Nixdorf**.

Earlier Roles at IBM | Aug 1997 - Dec 2003

- ITS Services Sales Manager (2002-2003) | Sales & Hardware Services Manager (1999-2002) | Project Manager (1997-1999).

Budget Manager / Construction Manager

Conciviles — Constructora Nacional de Obras Civiles

January 1988 - July 1997

- Managed budgets and cost control for large-scale civil construction projects, overseeing up to 13 simultaneous projects.
- Ensured financial discipline, delivery efficiency, and stakeholder reporting across a large project portfolio.

EDUCATION

MBA — Business Administration

INALDE Business School — Universidad de La Sabana | 1998

Civil Engineer

Escuela Colombiana de Ingenieria | 1987

CERTIFICATIONS & TRAINING

- Generative AI for Project Managers Specialization — Coursera (May 2026)
- Generative AI for Project Managers — IBM (May 2026)
- Scrum Master Professional — CertiProf (2022)
- Scrum Product Owner — CertiProf (2022)
- Business Intelligence Course — EAFIT (2022)
- Digital Transformation & New Businesses Diploma — NextPerform (2021)
- IBM Associate Project Manager — IBM de Colombia (2016)
- Deepening in Boards of Directors — INALDE (2017)
- Agile Explorer — IBM (2018)
- Enterprise Design Thinking Practitioner — IBM
- Leading & Winning Sales Team — IBM USA (2004)
- IBM Cambridge Program — Cambridge University, England (2001)

LANGUAGES

English: Advanced / Fluent (written & spoken) | Spanish: Native