

LEONARDO ALONSO

IT MANAGEMENT & TECHNOLOGY DELIVERY | IT OPERATIONS | CLOUD | CYBERSECURITY | DIGITAL TRANSFORMATION | AI & AUTOMATION

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PROFESSIONAL SUMMARY

Technology leader with 21+ years of experience across IT operations, infrastructure, cloud, cybersecurity, service management, enterprise applications and technology delivery. Four years working in the Netherlands, supporting multinational operations across 10+ countries, leading multicultural teams of 25+ professionals and managing technology budgets above €2M. Combines operational ownership with hands-on technical depth, turning complex business needs into secure, reliable and measurable technology outcomes.

Career impact: 99.99% critical-service availability | ~45% faster critical-incident response | ~50% faster deployments | ~30% faster service resolution | ~15% lower TCO | 30% Lower OPEX | 2,500+ Microsoft 365 users

CORE EXPERTISE

IT Operations & Service Delivery | Cloud & Hybrid Infrastructure | Cybersecurity & GRC | IT Governance & ITSM | Program / Project / Portfolio Management | Digital Transformation | ERP & Enterprise Applications | Business Continuity & Disaster Recovery | Vendor & Contract Management | Budgets, OPEX/CAPEX & TCO | Observability & Reliability | M&A Technology Integration | AI & Automation

PROFESSIONAL EXPERIENCE

Senior Project Manager | Cybersecurity, Observability & Infrastructure Programs | Digisystem Brazil | Jan26 - Sep26 (*Temporary*)

- Led technology programs for major healthcare and energy-sector clients in mission-critical environments, coordinating infrastructure, cybersecurity, applications, operations, vendors and executive stakeholders.
- Owned delivery governance across scope, schedule, resources, risks, dependencies, KPIs, executive reporting and production readiness.
- Defined the strategy for an enterprise cybersecurity maturity platform aligned with NIST, ISO 27001, CIS Controls, LGPD and COBIT, and led observability initiatives to improve incident detection and service visibility.
- Converted complex operational and security requirements into structured roadmaps with clear priorities, ownership and delivery controls.

IT Consultant | AI Platforms, Cloud & Automation | Independent

Brazil | Sep24 - Dec25

- Build and operate production technology combining AI, cloud architecture, automation and business applications, while advising organizations on IT governance, cybersecurity and Microsoft environments.
- Designed multi-provider AI architecture and developed the application stack with Python/FastAPI, Next.js/React, PostgreSQL, Redis, Docker and Nginx.
- Implemented APIs, authentication, usage controls, conversational memory, RAG, document processing, AI-agent workflows and CI/CD with controlled production releases.
- Translate business requirements into working software, from architecture and UX decisions through infrastructure, security validation and production readiness.

Regional IT Manager | ERP Modernization, Service Delivery & Cybersecurity | Calibre Scientific

Brazil | Oct23 - Aug24

- Led IT operations and modernization across ERP, e-commerce, AWS, infrastructure, enterprise applications, cybersecurity, vendors, contracts and budgets, reporting directly to U.S. leadership.
- Led ERP modernization from TOTVS Protheus toward SAP Cloud while protecting business continuity, data integrity, financial processes and production readiness.
- Built an ITIL-aligned Service Desk with SLAs, structured workflows, knowledge management, automation and KPIs, reducing average service resolution time by ~30%.
- Strengthened cybersecurity, technology risk and business continuity, and translated operational challenges into technology roadmaps, investment priorities and measurable improvements.

Global IT Security Manager | SIEM, Incident Response & Security Governance | Fagron

Brazil / Global | Mar22 - Jun23

- Led global cybersecurity, technology risk and incident-response maturity across multinational operations supporting 10+ countries.
- Led the global Microsoft Sentinel SIEM implementation across cloud, endpoint, identity and on-premises environments; defined security policies and controls aligned with NIST, ISO 27001, GDPR and LGPD.
- Automated incident-response and escalation workflows, reducing critical incident response time by ~45%, while strengthening vulnerability management, IAM, PAM, MFA, RBAC and endpoint security.
- Partnered with C-level executives and technology leaders to translate cyber risk into priorities, investments, controls and remediation roadmaps.

IT Infrastructure Manager | Cloud, Reliability & Cost Optimization | Fagron

Netherlands | Mar20 – Mar22

- Led European and global infrastructure, cloud strategy, service reliability and technology governance across a distributed multinational environment, managing multicultural teams and multimillion-euro budgets.
- Achieved 99.99% availability for critical services through resilient architecture, high availability, capacity planning, observability, standardization and continuous improvement.
- Led hybrid-cloud modernization and infrastructure consolidation initiatives contributing to ~15% TCO reduction, while supporting Microsoft 365 environments serving 2,500+ users.
- Supported the Microsoft Dynamics 365 transformation and established stronger architecture, monitoring, documentation and service-delivery standards across regions.

Senior IT Platform Engineer | Automation, CI/CD & Reliability | Coolblue

Netherlands | Jun18 – Mar20

- Delivered platform engineering, automation and reliability improvements for high-traffic, business-critical systems in a product-driven environment.
- Automated CI/CD pipelines and operational workflows with Azure DevOps, Jenkins, PowerShell and Python, reducing deployment time by ~50%.
- Improved platform resilience and operational visibility by eliminating critical points of failure and strengthening troubleshooting, root-cause analysis and engineering standards.

Senior IT System Engineer | Cloud Migration, High Availability & Regional Standards | Fagron

Brazil / LATAM | Jun14 – May18

- Led Latin American infrastructure and cloud modernization, connecting regional operations with Netherlands headquarters and global technology standards.
- Migrated critical workloads to cloud with zero downtime and standardized high availability, identity and access, backup, disaster recovery and operational controls.
- Established regional documentation, CAB practices, technical standards and governance across Microsoft 365, SharePoint, VMware, SCCM, networking and enterprise services.

Earlier Experience: Senior IT Analyst (2013–2014) | Senior IT Consultant (2011–2013) | IT Support Engineer (2009–2011) | IT Support Analyst (2008–2009) | IT Sales & Support (2005–2008)

SELECTED PROGRAMS & TRANSFORMATIONS

- **Enterprise Governance & Technology Management Platform:** End-to-end delivery of a governance platform unifying PMO, risks, KPIs, financial visibility, executive reporting, operational controls and decision support.
- **Global SIEM & Cybersecurity Transformation:** Microsoft Sentinel and Splunk architecture, centralized security telemetry, correlation, dashboards and automated incident response across multinational operations.
- **Cloud & Hybrid Infrastructure Modernization:** Azure/AWS/on-premises consolidation, high availability, observability, capacity planning, vendor optimization and TCO reduction.
- **ERP & Enterprise Applications:** TOTVS Protheus, SAP Cloud and Microsoft Dynamics 365 programs spanning infrastructure, applications, vendors, continuity and production readiness.
- **Microsoft 365 Transformation | 2,500+ Users:** Teams, SharePoint, OneDrive, security, information management, retention, continuity and adoption across multiple regions.
- **ITIL Service Delivery Transformation:** SLAs, KPIs, incident/request workflows, escalation, knowledge management, automation and continuous improvement.
- **AI & Governance Platforms:** Production multi-model AI platform and enterprise governance capabilities combining APIs, agents, automation, risk, KPIs, PMO and executive decision support

TECHNOLOGY, GOVERNANCE & DELIVERY

- **Cloud & Platforms:** Azure | AWS | Microsoft 365 | Entra ID | VMware | SAP Cloud | Microsoft Dynamics 365 | TOTVS Protheus
- **Security & Governance:** Microsoft Sentinel | Splunk | NIST | ISO 27001 | COBIT | GDPR | LGPD | IAM | PAM | MFA | RBAC
- **Operations & ITSM:** ITIL | Incident / Problem / Change Management | SLA / KPI | Business Continuity | Disaster Recovery | Zabbix | PRTG | Observability
- **Engineering & Delivery:** PMO | Program & Portfolio Management | Agile | Scrum | Azure DevOps | Jenkins | PowerShell | Python | FastAPI | Next.js | React | Node.js | PostgreSQL | Redis | Docker | Nginx

EDUCATION, CERTIFICATIONS & LANGUAGES

Education: MBA, Cloud Management & Architecture – FIAP | Bachelor's Degree, Computer Network Technology – FIAP

Certifications: CGEIT (in progress) | Microsoft Security, Compliance & Identity Fundamentals | Microsoft Azure Fundamentals | Microsoft Certified System Administrator | Microsoft 70-533 Azure Infrastructure Solutions | Scrum Foundation | Six Sigma White Belt | Cybersecurity, Pen Testing & Security Awareness

Languages: Portuguese: Native | English: Fluent