

Jesus Armando Tapia Gallegos

Director

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20+ years' success driving business growth, optimizing the throughput, and improving organizational operations in various industries.

Qualifications Summary

Executive and influential leader with a distinguished career transforming operations and repositioning organizations to stimulate growth by designing systems and operational overhauls, forecasting goals, and envisioning new program concepts. Highly successful at streamlining business processes and boosting productivity levels within multimillion-dollar corporations. Exhibit skills in applying clear ideals, standards, and ethics in decision-making and leadership. Equipped with the highest caliber communication, presentation, and interpersonal skills that strengthen and maintain business relationships. History of excellence in developing high-potential employees into excellent leaders who contribute to the organization's overall success.

Highlights of Expertise:

- Business Management
- New Business Development
- Process Improvement Redesign
- Team Leadership and Training
- IT Operations
- International Marketing
- Customer Engagement
- Account Growth
- Budget and Cost Reduction / Control
- Relationship Management

Experience and Notable Contributions

K&M, Mexico City Metropolitan Area

Promoter

2021 to Present

Promote financial insurance and generate sales leads for the Prudential Seguros Mexico programs as a commercial partner. Coordinate the delivery of products and programs by recruiting insurance agents, identifying sales targets, assigning sales territories, and facilitating training programs.

- Ensure portfolio stability by supporting cross-selling strategies for existing clients and new relationships.
- Contribute to profit growth through managing a sales pipeline to win new business and close deals.

IBEX Consulting, Mexico City Metropolitan Area

Professor

2021 to Present

Instrumental as External Professor for diploma workshops for superior education institutions representing Facultad de Estudios Superiores Cuautitlán - Universidad Nacional Autónoma de México.

- Provide high-quality education for Bachelor programs through a collaborative approach, examination, assessments, and student supervision on the IT applied to Logistics and Management Intelligence courses.
- Design and develop a Blockchain 101 Course content R+D.

Acambaro.com.mx, Acambaro, Guanajuato, México

CEO and Managing Director

2018 to Present

Establish a consulting service company delivering the right business management, IT, and marketing solutions for various companies across Acambaro City.

- Translate business challenges into opportunities by analyzing management processes and products, defining key performance indicators and metrics, and recommending improvements.

- Achieved maximum business solutions by directing the end-to-end design, build, and execution of deliverables that meet the overall company goals and objectives.

DXC Technology, Mexico City Area, Mexico

Mexico Operations Divisional Manager

Apr to Dec 2017

Owned and directed the overall Employee Experience strategy for HPIT services, including end user's space, user operations for HP sites, [myITpc](#) facility operations, productivity devices, and employee assistant desk. Managed and maintained an overall cost portfolio of \$5M USD.

- Streamlined operations and enhanced employee productivity by deploying myITpc centers in 21 locations and improving Customer Care service desk tools and processes.
- Managed the company's HPIT PC capital to ensure superior hardware capabilities at the optimal cost and time.
- Championed and empowered staff of employees and contingents of ~50 employees.

Hewlett Packard Enterprise, Mexico City Area, Mexico

Mexico Senior Operations Manager

2014 to 2017

Provided hands-on oversight to global executive service operations, end-user support walking centers, and all site-based support engineers to drive efficiency and sustainable business growth.

- Designed, developed, and deployed a walk-in help center model to 10 Americas locations.
- Championed process standardization by delivering a consistent state of operational readiness across all sites in the Americas region.
- Led the successful implementation of a global reporting solution across the Global footprint organization assisting over 97,000 employees.

ADDITIONAL EXPERIENCE:

Site IT Operations + Escalation Junior Manager: HP, Mexico City, Mexico - Streamlined operations and enhanced employee productivity at HP / EDS Mexico's Call Center Hubs for customers Nov 2009-Oct 2011

SIO Mexico: Compaq, Mexico City, Mexico – Provided hands-on oversight to Compaq Mexico's Call Center Hubs for customers Jan 2000-Feb 2002

Education and Credentials

Universidad Abierta y a Distancia de México (Expected completion: 2023)

Bachelor's Degree in International Marketing

Universidad Digital del Estado de México (2021)

Master's Degree in Educational Digital Technologies

CENEVAL, A.C. (2021)

Bachelor's Degree in Business Administration and Management, General

Blockchain Academy México (2021)

Blockchain Professional Consultant, Blockchain

Centro de Estudios Tecnológicos y de Servicios México-Japón No. 115

Electronic Communications Professional Technician

Certifications:

- **ITIL Foundations 2011**
- Digital Marketing Hubspot Academy 2023
- Transformación digital: El rol del CTO
- Big data con un café
- **Siebel CRM University at Boston Massachusetts**
- Marketing de Contenidos Hubspot Academy 2023
- MCSE W2K

Languages

עברית מודרנית Italian, Islenskur, Spanish, English