Jose Said Olano Garcia

Technology Strategy & Transformation Manager
Digital Transformation | IT Consulting | Governance | Organizational Change
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EXECUTIVE PROFILE

Consulting and Technology Strategy Leader with 20+ years of experience delivering complex IT consulting engagements, digital transformation initiatives, enterprise modernization programs, and technology-driven business solutions across global organizations. Proven ability to align business objectives with technology strategies, establish governance frameworks, optimize operating models, and deliver measurable business outcomes through effective stakeholder engagement and consulting leadership.

CONSULTING, STRATEGY & TRANSFORMATION EXPERTISE

Consulting, Strategy & Transformation Expertise

- Digital Transformation
- IT Service Management (ITSM)
- Technology Strategy
- Strategic Roadmaps
- Business & IT Alignment
- Enterprise Architecture
- Technology Modernization
- IT Operating Models
- Strategic Planning
- Current State Analysis
- Future State Design
- Solution Recommendation

Consulting Delivery & Governance

- Consulting Engagement Leadership
- Transformation Governance
- Delivery Governance
- Program Management
- Portfolio Management
- Governance Framework Design
- Operating Governance Models
- Risk Management
- Financial Management
- Resource Planning
- Technology Assessments
- Data-Driven Decision Making
- KPI Definition & Measurement
- Business Value Realization
- Executive Reporting
- Operational Performance Analysis

Stakeholder & Change Leadership

- Executive Stakeholder Management
- Organizational Change Management
- Change Adoption & Enablement
- Communication Planning
- Business Process Transformation
- Training & Coaching
- Leadership Development
- Organizational Readiness

Business Development & Advisory

- Client Advisory Services
- Proposal Writing
- Business Development
- Pursuit Management
- Solution Structuring
- Process Consulting
- Requirements Management
- Root Cause Analysis

EXPERIENCE

Squad Lead / Senior Engineer Manager - Cognizant (Visa) Oct 2025 – July 2026

- Oversaw 4 Development Managers and a distributed team of 24 engineers, ensuring delivery governance, organizational alignment, and execution consistency across multiple squads supporting Visa's product roadmap.
- Established performance frameworks, governance standards, and delivery metrics, improving execution consistency and enabling data-driven performance management across multiple teams.
- Drove continuous improvement practices across squads, reducing delivery friction and strengthening cross-team collaboration and accountability.

Finance Systems and Integrations Lead Engineer - EPAM (Google) Feb 2025 - Jul 2025

- Led finance systems integration initiatives within Google's Data Governance organization, aligning cross-functional stakeholders and enabling scalable data exchange capabilities that supported critical financial operations.
- Assessed and optimized data storage and ingestion strategies across BigQuery, Bigtable, Cloud Spanner, Object Storage, and Google Workflows, improving scalability, operational efficiency, and long-term platform sustainability.
- Directed the design and implementation of data processing and integration solutions, improving reliability, throughput, and governance of time-sensitive financial information across enterprise systems.
- Served as a subject matter expert for financial data management, ensuring compliance, security, and interoperability standards while supporting business-critical initiatives in a highly regulated environment.

Technology Solutions Lead - Nortal (T-Mobile) Sep 2024 – Dec 2024

- Led development and support of strategic e-commerce capabilities for T-Mobile, enabling seamless third-party integrations and enhancing connectivity across internal and external business ecosystems.
- Designed and implemented cloud-native solutions on AWS, supporting scalability, operational resilience, and modernization objectives within a high-availability enterprise environment.
- Directed API and integration strategy across partner ecosystems, improving interoperability, accelerating delivery timelines, and strengthening collaboration among cross-functional teams.
- Established engineering standards, governance practices, and quality controls, ensuring reliable production delivery and alignment with organizational objectives.

Technology Solutions Lead - HCL (USAA) Feb 2024 – Sep 2024

- Led delivery of strategic technology initiatives for USAA Bank, supporting modernization efforts across microservices, web applications, batch processing, and enterprise job orchestration solutions.
- Defined and implemented solution architectures aligned with financial services compliance requirements, ensuring scalability, reliability, and operational resilience across distributed environments.
- Directed the implementation of enterprise job orchestration capabilities using Control-M, reducing critical batch processing times from 8 hours to 1 hour and improving operational efficiency by 87%.
- Partnered with product owners, project managers, and business stakeholders to translate business requirements into technology solutions, ensuring successful delivery within scope, timeline, and quality objectives.

Senior Software Development Manager - Oracle Feb 2016 – Dec 2023

- Partnered with senior leadership and business stakeholders to assess technology needs, define strategic roadmaps, and lead the implementation of analytics and simulation platforms aligned with business objectives.
- Delivered a strategic 5G analytics platform that generated approximately $10M in commercial agreements with leading global telecom operators.

- Led cross-functional teams of 14–18 engineers (Development, QA, DevOps, and SMEs) across the full software lifecycle, establishing governance practices, performance objectives, and delivery accountability for large-scale technology initiatives.
- Directed end-to-end delivery of multiple enterprise platforms, driving solution architecture, technology modernization, and operational reliability across distributed environments.
- Collaborated directly with telecom customers (Orange, Vodafone, Dish, and KT Corp) to assess business requirements, define solution strategies, and deliver tailored 5G analytics capabilities aligned with client objectives.
- Defined operational KPIs and performance metrics aligned with organizational goals, enabling data-driven decision making, performance monitoring, and continuous improvement across engineering organizations.
- Managed Capex planning and engineering infrastructure investments, optimizing resource allocation while supporting scalability, operational efficiency, and long-term business objectives.

Technology Solutions Lead - Accenture (Emerson Electric) Nov 2013 – Feb 2016

- Led a 15-engineer team delivering enterprise-scale digital commerce initiatives for Emerson Electric, overseeing end-to-end execution and advancing business modernization across enterprise platforms.
- Designed and implemented enterprise integration solutions that improved connectivity, interoperability, and information exchange across complex internal and third-party business systems.
- Partnered with business and technology stakeholders to translate requirements into scalable solution strategies, providing executive reporting, risk management, and decision support across onshore and nearshore delivery teams.

Technology Solutions Lead - TCS (Bank of America) Jun 2011 – Oct 2013

- Led delivery and operational support of five business-critical financial applications for Bank of America, ensuring service continuity, regulatory compliance, and alignment with business objectives.
- Delivered ten tax-related solutions that supported regulatory compliance, business reporting requirements, and accurate generation of executive financial reports.
- Designed and implemented an internal service management platform that improved SLA compliance, issue prioritization, and operational visibility across financial services initiatives.
- Designed and implemented technology solutions that streamlined financial workflows and enhanced integration capabilities across internal and third-party business systems.
- Acted as the primary liaison between business and technology stakeholders, providing executive reporting, risk management, risk mitigation, and delivery status oversight.
- Led resource planning, talent acquisition, and team development activities, strengthening delivery capacity, operational effectiveness, and team retention.

CERTIFICATIONS

AI & Emerging Technologies

- Claude Certified Architect

Cloud & Enterprise Platforms

- OCI 2023 Multicloud Architect OCA
- OCI Developer 2020 Certified Associate
- Oracle Autonomous Database Cloud Specialist
- CompTIA Cloud Essentials

Agile & Delivery Management

- Scrum Master

Technical Foundations

- Oracle Java Web Services Developer
- SAP ABAP Developer

EDUCATION

Master of Business Administration (MBA)
Universidad Tecnológica Latinoamericana en Línea
2019 - 2020

Master in Computer Science
Instituto Tecnológico y de Estudios Superiores de Monterrey
2018 - 2020

Bachelor's Degree in Informatics
Universidad Veracruzana
2001 – 2005

KEY BUSINESS OUTCOMES

- Delivered a strategic 5G analytics platform that generated approximately $10M in commercial agreements with leading global telecom operators.
- Reduced critical batch processing times from 8 hours to 1 hour at USAA Bank, improving operational efficiency by 87% through enterprise job orchestration optimization.
- Led finance systems integration initiatives within Google's Data Governance organization, improving scalability, governance, and operational efficiency for business-critical financial operations.
- Designed and delivered enterprise integration solutions for Emerson Electric, improving interoperability and information exchange across complex internal and third-party business ecosystems.
- Established governance practices, performance frameworks, and delivery accountability across four Visa engineering organizations, improving execution consistency and cross-team collaboration.