

César Ignacio Magaña Ledesma

IT Operations & Technical Manager | Cloud Engineering & DevOps | Bilingual EN/ES

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PROFESSIONAL SUMMARY

IT Operations & Technical Manager with 15+ years leading cloud infrastructure, distributed engineering teams, and enterprise-grade systems for global organizations. Proven track record managing SLA performance, incident resolution, CI/CD pipelines, and cloud governance on Microsoft Azure, with active exposure to multi-cloud environments (AWS, GCP). Hands-on expertise in FinOps cost optimization, IaC (Terraform, Bicep), containerization (Docker, Kubernetes), and cross-functional collaboration across development, QA, and production environments. MBA-backed strategic mindset with consistent 97–100% delivery effectiveness.

WORK EXPERIENCE

Microsoft | IT Operations & Technical Manager | 2023 – 2025 | Mexico City, MX

Led IT operations and cloud engineering for six global enterprise systems (ECIF, Reconciliations & Renewals, Bonus, Incentives, Bookings, Tenants), managing a team of 8 engineers across US-hours operations.

- Achieved **100% SLA compliance** and 97% system effectiveness across all six production platforms by leading daily cloud operations, proactive monitoring, and structured **incident resolution** protocols — reducing mean time to resolution (**MTTR**) by 35% YoY.
- Delivered 100% on-time releases with zero production rollbacks by implementing mature **CI/CD pipelines in Azure DevOps** with YAML-based deployments, automated testing gates, and blue-green release strategies across Dev, QA, and Prod environments.
- Reduced cloud infrastructure costs by 22% through **FinOps cost management** practices — implementing resource tagging, right-sizing recommendations, reserved instance planning, and automated shutdown policies for non-production environments.
- Enforced **cloud governance** and **security controls** for all six systems by establishing **compliance** frameworks, role-based access policies, and automated policy enforcement using Azure Policy and Defender for Cloud.
- Automated infrastructure provisioning for multi-environment deployments using IaC tools (**Terraform, Bicep, ARM Templates**, Ansible), cutting environment setup time from 3 days to under 4 hours.
- Mentored and developed a team of 8 cloud engineers** — conducting weekly 1:1s, defining career development paths, and building an on-call rotation framework that improved team response readiness and reduced escalations by 40%.
- Contributed to **multi-cloud strategy** roadmap by evaluating **AWS** and **GCP** tooling for disaster recovery and workload portability, producing architectural recommendations adopted for two strategic migration initiatives.
- Achieved 98% documentation completeness and **100% customer satisfaction** by implementing standardized runbooks, incident post-mortems, and change management procedures aligned with **ITIL** best practices.
- Achieved faster and standardized cloud infrastructure provisioning, measured by improved deployment consistency and automation across Azure environments, by implementing Infrastructure as Code (IaC) using Terraform, Bicep, ARM Templates, and Ansible for configuration management and automated deployments.
- Achieved improved scalability, availability, and management of containerized applications, measured by increased operational efficiency and deployment capabilities in microservices-based architectures, by utilizing Docker, Kubernetes, and Azure Kubernetes Service (AKS) to deploy, monitor, and manage modern cloud environments.
- Achieved the design and delivery of scalable, high-availability enterprise solutions, measured by successful operational process automation and cloud modernization initiatives across global cross-functional teams, by leveraging Microsoft Azure, C#, Python, REST APIs, and SQL Server to develop robust and optimized solutions.

C.T.D.I. | IT Systems Development, Infrastructure & Operations Manager | 2017 – 2023 | Mexico City, MX

Owned IT operations, network infrastructure, and custom systems development for logistics and inventory management. Managed a 5-person IT team and reported department results directly to C-suite executives.

- Achieved **98% system uptime** and **100% on-time delivery** for the company's logistics and inventory management platform by designing and deploying the system from scratch — reducing manual processing time by 60% across planning, repair, and inventory operations.
- Maintained **98% network infrastructure availability** by implementing proactive maintenance routines, redundancy protocols, and real-time monitoring dashboards for all on-premise and hybrid environments.
- Optimized IT department **budget** by 15% YoY through **vendor** renegotiation, license consolidation, and resource utilization reviews — reporting outcomes monthly to **executive** leadership.
- Delivered full-stack solutions using **C#, Java, REST/SOAP APIs, SQL Server**, and Oracle, integrating with JIRA for project tracking and SVN for source control — achieving 98% sprint effectiveness under Agile methodologies.

Mexico City Secretariat of Finance – SEFIN | Systems Analyst, Designer, Developer & Consultant | 2015 – 2017 | Mexico City, MX

Responsible for the Mexico City cadastral system, performing corrections, modifications, and enhancements using Java and JavaScript programming languages. Managed the system's database administration and maintenance

- Improved cadastre system performance by **97%** against committed timelines by leading development of enhancements in **C#** — reducing report generation time by 45% for municipal clients.
- Delivered **99% customer satisfaction** on cadastral reporting projects by translating complex regulatory requirements into automated report workflows using **SQL Server** and **Oracle** stored procedures.

Cimatic México | Projects & Processes Manager | Data Analyst & Developer | 2014 – 2015 | Mexico City, MX

Responsible for customizations and tailored enhancements of the Infor SyteLine ERP across financial, administrative, logistics, supply chain, human resources, projects, services, and CRM modules — managing the full lifecycle from requirements gathering through production deployment and continuous improvement

- Achieved **98% delivery effectiveness** and 100% requirements compliance on all ERP customizations by managing the full project lifecycle — requirements analysis, architecture design, development, and UAT — using **Mongoose** and **C#** within the **Infor SyteLine** platform.
- Reduced client onboarding time by 30% by designing streamlined accounting and financial processes within the ERP, translating business requirements into functional specifications as certified Process Manager (**NYCE Moprosoft**)

Secretariat of Communications and Transportation – SCT | IT Developer | 2012 – 2014 | Mexico City, MX

Responsible for corrections and enhancements to the National Ports and Merchant Marine System (SIPYMM), using Java for backend development and JavaScript, JSP, and TypeScript for frontend development.

- Delivered **97% on-time** development and 100% requirements compliance for the national integrated ports and merchant marine system (**SIPYMM**), reducing report generation cycles by 25% through optimized **SQL Server** procedures in **Java** and **C#**.

Hosting Business – Grupo Elektra | IT Developer | 2010 – 2012 | Mexico City, MX

Responsible for multiple Grupo Salinas systems and applications, including MoneyGram and Tiendas Neto point-of-sale platforms.

Responsible for creating communication and integration mechanisms between systems through **REST** and **SOAP** web services.

- Achieved **100% delivery effectiveness** and **98% customer satisfaction** on the MoneyGram cross-border currency transfer application (Mexico, US, Canada) by developing and maintaining **C#** modules with **SOAP** API integrations.
- Reduced inter-system data inconsistencies to zero by building automated web service connectors in **C#** for real-time information exchange between internal platforms, achieving **100% data consistency**.

Intelifirma S.A. de C.V. – Pemex | IT Developer | 2006 – 2010 | Mexico City, MX

Developer of the first Electronic Invoicing system for Pemex and its five subsidiaries, as well as other clients, using the **C#** programming language, .NET infrastructure, and digital signature generation technologies.

- Achieved **99% customer satisfaction** across **Pemex's** five subsidiaries by developing the electronic invoicing web system UI and procedures in **C#** — meeting 95% of committed delivery timelines across a complex multi-entity rollout.

EDUCATION & CERTIFICATIONS

- 2018 — MBA, Business Management | Universidad del Valle de México (UVM)
- 2006 — B.Eng., Computer Systems Engineering | ITESM CEM
- 2017 — Copernicus ERP Certification
- 2015 — NYCE Moprosoft Certification, Process Manager (NMX-I-059-NYCE-2011)
- 2014 — Infor SyteLine ERP Certification
- 2005 — Cisco Certified Network Associate (CCNA)
- 2004 — Sun Certified Java Programmer (SCJP)

TECHNICAL SKILLS

- Cloud & Infrastructure: **Microsoft Azure** (AKS, DevOps, Policy, Defender), **AWS** (evaluated), **GCP** (evaluated), **Docker**, **Kubernetes**, **Terraform**, Bicep, ARM Templates, Ansible
- **FinOps** & Governance: Cloud cost optimization, resource tagging, reserved instances, **cloud governance** frameworks, compliance controls, RBAC
- CI/CD & DevOps: **Azure DevOps** CI/CDML pipelines, automated testing, blue-green deployments, release management, source control (SVN, Git)
- Development: **C#**, Python, Java, JavaScript/TypeScript, REST & SOAP APIs, **SQL Server**, Oracle, JSON, XML
- Methodologies: **Agile/Scrum**, Waterfall, **ITIL**, Moprosoft, **SLA management**, **incident resolution**, change management
- Languages: Spanish (native), English (professional proficiency)