

LUIS ENMANUEL CONTRERAS CASTILLO

Senior IT Program & Project Manager | Release & Delivery Manager | Product Owner

PMP · SAFe 6 Agilist · Release Governance · Regulatory Compliance Technology · AI Adoption · Multi-Country Programs
+502 3519-6678 | luiscastillo2510@gmail.com | [linkedin.com/in/luis-contreras-11ba6553](https://www.linkedin.com/in/luis-contreras-11ba6553)
Open to remote delivery and relocation (EU / US)

PROFILE

Senior IT program and project manager with 14 years of international experience, the last 5+ leading enterprise IT delivery, release governance, and regulatory compliance technology for a NASDAQ-listed retail and consumer finance operator with 1,500+ stores across the US, Mexico, Guatemala, El Salvador, and Honduras. I own end-to-end release cycles for point-of-sale and microservices platforms, run the change request pipeline that feeds them, and translate legal and compliance obligations into shippable technical scope. I also lead AI adoption in delivery, from AI-assisted QA to internal tools my teams use every day. Bilingual English and Spanish, and the standing bridge between US corporate leadership and LATAM operations.

CORE EXPERTISE

- **Release & Change Governance:** end-to-end release orchestration for monolith and microservices platforms, major/minor/hotfix cadence, change request intake and prioritization, UAT and pilot cycles, regression and deployment readiness, evidence gates and audit traceability.
- **Compliance Technology:** sanctions and BSA/OFAC screening, watchlist ingestion across multiple jurisdictions, state-level regulatory rollouts, KYC and customer profile requirements for four LATAM countries, retention and immutable audit design.
- **Program, Project & Product Leadership:** PMP and PMI standards (scope, schedule, cost, risk and stakeholder management), Agile and SAFe 6, hybrid delivery, product ownership and backlog prioritization, dependency and risk management, executive reporting to CTO, CIO, COO and Chief Compliance Officer level.
- **Platforms & Tooling:** Jira and JSM at expert level (custom workflows, automation rules, JQL analytics, dashboards), Confluence, Azure DevOps, Workday release cycles (HR, Payroll, Finance), Azure, SQL, Power Platform, Power BI and Tableau, Microsoft 365.
- **AI & Automation:** AI agents in production workflows (Copilot Studio, Claude Code), QA automation with Playwright and Selenium, AI-assisted validation and reporting, internally published prototypes and internal tooling.
- **Engineering Practices:** trunk-based development and CI/CD adoption, branching strategy, feature flag governance, QA automation strategy, Lean Six Sigma process redesign.

PROFESSIONAL EXPERIENCE

EZCORP | Senior Technical Leader, Release & Project Manager

Mar 2022 - Present | US and LATAM

- Own release management for POS2, POS3, and the microservices (MSV) platform, coordinating Dev, QA, Infrastructure, Solution Design, UAT, business, compliance, and vendor teams across the US and four LATAM countries.
- Designed and rolled out the Release Management Blueprint (major, minor, patch, hotfix) with compliance evidence gates in Jira, giving leadership a single readiness view and a defensible audit trail.
- Designed and run the Change Request intake and prioritization process, from business case through scoping, approval, and release assignment, acting as product owner of the change request backlog with Jira tooling and reporting behind it.
- Lead technology delivery for Legal & Compliance, converting regulatory obligations into scoped, testable engineering work and reporting status directly to the Chief Compliance Officer.
- Lead EZScreen, an in-house sanctions and BSA/OFAC screening platform built to replace a USD 70,000 per year LexisNexis Bridger license and move screening from post-transaction detection to a preventive control applied before the transaction closes. Covers 17 watchlists across 8 jurisdictions with a five-year immutable audit trail.
- Led the Colorado SB 25-003 customer communications program for store exits from firearms lending, coordinating messaging across POS alerts, the EZ+ mobile app, SMS, and email, and correcting a routing error in the original drafts before launch.
- Architect Jira and JSM governance: custom workflows linking stories, change requests, and releases, automation rules that replaced manual status administration, and BI governance intake automation for the data organization.
- Drive the migration to trunk-based development for POS2 and MSV, including branching model, CI/CD gating, and feature flag governance across 387 tracked flag items.

- Directed QA automation strategy with Playwright, Selenium, and AI-assisted validation, delivering 1,000+ automated tests and cutting regression cycle time by roughly 90 percent.
- Product owner and builder of internal AI-assisted tools (change request hub, project command center, bilingual UAT dashboards) used by delivery, business, and compliance teams.
- Run Workday quarterly release governance for HR, Payroll, and Finance: intake, prioritization, testing, approvals, dependencies, and deployment.
- Led the paperless initiative, digitizing contracts and invoices across 1,500+ stores in the US, Mexico, Guatemala, El Salvador, and Honduras.
- Build the executive reporting layer: UAT KPI analysis, burndown and readiness dashboards, Jira changelog analytics, and bilingual documentation used by US and LATAM stakeholders.

Conduent | IT Project Manager

Apr 2021 - Mar 2022

- Led IT infrastructure, Azure, and SQL database modernization projects, delivering approximately 15 percent ahead of plan.
- Established SLAs, KPIs, and governance routines with real-time dashboards to improve client accountability and delivery visibility.

HCL Technologies (Xerox account) | Metric Analyst

Jul 2019 - Mar 2021

- Built BI applications and executive dashboards that reduced reporting cycle time by about 30 percent.
- Delivered Lean Six Sigma and predictive analytics initiatives with efficiency gains of roughly 20 percent.

TELUS International (Uber Global account) | Senior Business Analyst, Workforce Management

May 2017 - Jul 2019

- Led backend financial and statistical analysis for global workforce planning, including forecasting for Uber market expansion.
- Automated SLA and FTE reporting, reducing manual effort by about 35 percent, and standardized workforce models for 50+ FTEs.

Capgemini (Syngenta account) | Procurement Team Leader, US and Canada

Nov 2012 - Oct 2016

- Managed procurement operations and a multinational team of 35, including vendor performance and negotiation of multimillion-dollar contracts.
- Applied Lean Six Sigma to procurement workflows, achieving approximately 15 percent supply chain cost reduction.

Genpact (Citibank account) | Customer Service Representative

May 2010 - Nov 2012

- Account services and collections support for Citibank customers, consistently above performance targets.

CERTIFICATIONS

- **Project Management Professional (PMP)**, PMI | granted September 2026, valid through September 2029
- **Certified SAFe 6 Agilist**, Scaled Agile | active, revalidated September 2026
- Lean Six Sigma Green Belt
- Scrum Master
- Risk Management

EDUCATION

Bachelor's Degree in Technology and Business Administration (Licenciatura en Tecnología y Administración de Empresas), Universidad Galileo | graduated 2026

LANGUAGES

Spanish: native | English: C1, full professional proficiency in daily use with US leadership