

Carlos Diaz-Calvi

📍 Magnolia, Texas, United States ✉️ diazcalvi@gmail.com ☎️ 713-557-7247 🌐 in/diazcalvi/ 🌐 www.diazcalvi.com

SUMMARY

Experienced Portfolio Director with more than 25 years of experience leading regional and global scale programs for Fortune 100 clients. Demonstrated a proven record of success in delivering best-in-class solutions, leading cross-functional teams, and building long-lasting client relationships across all levels of leadership.

Designed and implemented four Project Management Offices (PMOs) and two Centers of Excellence (CoEs). Personally managed 100+ Projects, led PMs, Delivery, and Department Leads on Mergers, Transformations, Upgrades, and Implementations. Recognized for consistently being flexible, adaptable, and agile in supporting business priorities.

SKILLS

Portfolio Mgmt., Strategic Planning, Agile Governance, Portfolio Optimization, Financial Mgmt., Business Case Development, Program Mgmt., Budget Mgmt., P&L Mgmt., Workforce Planning, Execution, C-Level Partnering, Change Mgmt., Resource Planning, Contract Mgmt., Governance, Risk Mgmt., Fit Gap Analysis, OKRs, Kaizen, Six Sigma Control Charts, Agile, and Waterfall Methodologies, Organization/Time Mgmt., Resource Planning and Task Scheduling, Vendor Mgmt., Service Mgmt., PMP, Prince2 And SAFE, Value Creation, Executive Leadership, Continuous Savings, MVPs, Incremental Delivery, ROI, Actionable Plans, Negotiation Skills, Synthesize Requirements, Readouts, Mitigation

EXPERIENCE

PMO Director / Delivery Mgmt. Talent Community | Accenture-Avanade | Europe & USA | June 2006 – March 2023

- Oversaw the Delivery Management Talent Community (50+ PMs) in Europe and the USA for over 17 years. Managed PM Metrics and Processes for both Agile and Waterfall methodologies, individual and team performance guidelines, KPIs, reports, changeability, training, recoverability, ROI, and financial margins. Responsible for hiring and onboarding.
- Provided regular progress reports on programs, including infrastructure migrations, global workforce initiatives, upgrades, services, software, and continuous improvement initiatives, to C-level execs in both the USA and Europe.

Portfolio Director, Advisory | JM Family-Toyota | Florida, USA | January 2023 - February 2023

- Led the initial phase of the Power Platform Implementation Program (including four overarching workstreams) at southern US's largest automotive dealer.
- Managed corporate and project priorities to align business goals with appropriate technology solutions and two weekly sponsor readouts.
- Increased resource utilization across the organization through strategic planning and Fit GAP analysis for six departments and four workstreams.
- Implemented centralized control and reporting systems to streamline processes utilizing Power BI/Automate.
- Identified 250 implementation candidates and defined roadmap and ADO backlog for five high-impact use cases.

PMO Director - Continuous Improvement | Technip FMC | Texas, USA | April 2021 - December 2022

- Owned and managed a portfolio of 10 projects while providing oversight to 15 project managers.
- Ensured optimal project performance by maintaining 90% resource utilization.
- Secured a constant 80%-20% resource mix (nearshore and onshore) producing a 40% cost reduction (higher margins).
- Aligned project vision with leadership, and business units through OKRs (goals and metrics) and Monthly prioritization workshops.
- Negotiated deals with external project managers, maintained PM cost rate margins at one Six Sigma level, external and internal hires.

Portfolio Director / Agile SAFE Practitioner and Manager | Chevron | TX, USA | July 2020 - April 2021

- Led the integration of all four concurrent Upstream software and advisory projects on the world's largest implementation of SAFE (Scaled Agile), leading to all milestones achieved and increased organization efficiency
- Conducted portfolio planning, sizing, staffing, and budgeting, which led to a 20% increase in project performance.
- Aligned 5+ Agile teams, ensuring a successful implementation of new initiatives and a 30% increase in team productivity. Saved 15% on program budgets and implemented metrics to measure key performance indicators (KPIs) to ensure the delivery of projects with quality.

Portfolio Manager / RPA | Duke Energy (Energy) | North Carolina, USA | January 2020 - July 2020

- Identified and implemented 25 new Blue Prism automations and data reconciliations, which saved \$5M and reduced billing/invoicing human mistakes by 40%.

- Developed a comprehensive strategy and roadmap for automating outdated billing processes, leading to a 30% reduction in processing time and a 25% increase in billing accuracy, by hiring third-party implementers and identifying critical areas for automation.
- Created a pipeline of RPA opportunities for the RPA PMO (Program Management Office), including identification, prioritization, estimation, and future state roadmap, to reduce costs by 30% by 2025.

Innovation Program Manager | Express Professionals | Oklahoma, USA | July 2018 - December 2019

- Managed three concurrent programs aimed at transforming the workforce into an Uber-style model as part of a Mobile/Web revamping portfolio. Achieved positive margins on a 3-year deal worth over \$10M.
- Led teams in Poland and India, providing insights into managing their progress remotely through OKRs. The offshore mix saved \$500k compared to the onshore option and increased productivity by 25%.
- Produced a 30% improvement in customer satisfaction by implementing user-friendly interfaces. Reduced applicant and government validation time by 15%, leading to a 25% increase in revenue.
- Utilized Six Sigma Control Charts to monitor and control project quality, proving a 97% defect-free rate.

PMO Lead & Scaled Agile Program Manager | Halliburton (Oil & Energy) | Texas, USA | July 2017 - July 2018

- Oversaw two concurrent next-gen projects (Real-time databases: SOAP and ETP) with a team of 40 consultants and three associated global programs, with a budget of over \$10M. Achieved a 98% on-time delivery rate and a 95% customer satisfaction rate by using Agile methodologies and DevOps practices. Drove excellence across the entire project lifecycle, ensuring a significant reduction in project schedule variance, as low as 2%.
- Implemented new resource management strategies (DevOps and OKR) to streamline operations and optimize team performance, leading to a 30% reduction in overhead costs. Achieved a 40% reduction in real-time comms.

Global Service Delivery Ops Manager | Bridgewater Associates (Hedge Fund) | NYC & CT, USA | July 2015 - July 2017

- Led the global Service Management team at the largest hedge fund in the world and aligned with the funder's corporate mission/vision (Ray Dalio's principles.com) to establish tangible SLAs. Achieved a 95% customer satisfaction rate and a 98% on-time delivery rate by implementing Six Sigma methodologies and service management tools.
- Achieved \$2M in cost savings for the client through integrated software solutions that improved forecast accuracy by 50%. Enhanced resource availability and reduced costs by 40% through the automation of workflows.
- Redesigned control strategy from traditional SLAs to Six Sigma Controls. 40% reduction in TTR (time to resolution).

Portfolio Manager / Center of Excellence Delivery Manager | Shell | Texas, USA | October 2012 - June 2015

- Led a global team of 38 resources in transitioning to a Managed Service model for SDLC. Achieved a 95% on-time delivery rate and a 98% customer satisfaction rate through effective project management and Agile methodologies.
- Delivered 58 complex process automation projects across five verticals, with a total value of over \$20M. Utilized KPIs and performance metrics to monitor and control project quality, achieving a 95% defect-free rate.
- Provided crucial insights into project scope, reducing issues by 60% through technical advice, leading to \$2M in cost savings. Established a culture of continuous improvement, encouraging team members to identify areas for automation and process optimization, leading to a 20% increase in productivity.

BPA Portfolio Manager / Sales | Zurich Insurance (Insurance) | Barcelona, Spain | January 2013 - February 2013

- Led the team that implemented a renewed process automation using K2 and Nintex, covering over 100 Claims processes. This resulted in a 50% reduction in processing time and a 30% increase in accuracy, leading to improved customer satisfaction and reduced costs.
- Built trust with Leadership in meeting project deadlines. Awarded new contracts worth \$5M over two years.

Program & CoE Delivery Manager | Shell (Oil & Gas) | The Hague & Pernis, Netherlands | July 2007 - October 2012

- Established a successful Center of Excellence for Business Process Automation and Workflows (K2, SharePoint, and Nintex), ensuring quality and performance standards for 40 consultants and 50 projects.
- Generated \$15M in internal sales while reducing operational costs through the implementation of efficient and automated workflows. Adopted KPIs and performance/quality metrics, achieving a 95% defect-free rate.
- Managed the program for five years in The Hague and Pernis, Rotterdam, achieving a 90% project completion rate and a 95% satisfaction rate. Collaborated with cross-functional teams to identify and prioritize areas for automation.

EDUCATION**Program Management (Postgraduate) | Harvard ES | Cambridge MA | 2022 – 2025*****Bachelor of Science, IT Engineering | UNNE University Nacional del Nordeste | Argentina | 1990-1995**