# TIAGO GOMES PEREIRA

Head of Programs | Program Manager | Director of Projects | Delivery Manager

Brazil | LATAM Coverage

Date of Birth: 09/08/1985

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## Professional Summary

Served as Head of Programs with over 15 years of experience managing high-complexity programs, projects, and portfolios, leading digital transformation initiatives, digital identity, biometrics, and government platforms across Latin America and Central America. Strong background in PMO, governance, stakeholder management, critical systems integration, cloud, DevOps, and information security, with a proven track record of cost reduction, schedule optimization, and strategic value delivery in regulated, mission-critical environments, and linking product decisions to data-driven and AI/ML-enabled approaches (e.g., risk scoring, forecasting, and executive decision support).

## Professional Experience

### Head of Programs and Delivery / DevOps | Iafis Group | 07/2020 – 11/2025

- Lead end-to-end management of strategic digital identity and biometrics programs in government environments, ensuring regulatory compliance and value delivery in mission-critical contexts.

- Act as the corporate owner of deliveries, aligning strategy, regulation, technology, and execution.

- Define and implement governance, PMO, and DevOps models, increasing predictability, control, and operational efficiency.

- Integrate artificial intelligence and data-driven models into planning and risk management, optimizing timelines and mitigating critical impacts.

- Manage cross-functional teams, technical leaders, and institutional stakeholders, ensuring executive communication and effective decision-making.

Results achieved: Accelerated program execution (–24% delivery time) while significantly reducing operational costs (–60% licensing) and increasing executive visibility through real-time dashboards deployed across five national programs.

### Senior Program Manager | Iafis Group | 07/2014 – 07/2020

- Manage corporate programs from implementation through operations, ensuring adherence to PMI best practices, ITIL, and agile methodologies.

- Lead delivery of national biometrics and civil/criminal identification platforms, integrating AFIS/ABIS, civil registries, and forensic systems.

- Coordinate cross-functional teams and strategic vendors, ensuring predictability, quality, and on-time delivery.

- Manage critical infrastructures with 99.5% availability, ensuring operational continuity.

- Lead cloud migrations (AWS and Oracle) and continuous improvement initiatives, increasing scalability and efficiency.

Results achieved: Improved delivery consistency and quality across multiple national programs, achieving 7+ ahead-of-schedule deliveries and a 32% reduction in rework in highly regulated environments.

**Project Supervisor | Iafis Group | 07/2013 – 07/2014**

- Supervise deployment projects of ABIS platforms for public security, ensuring adherence to technical and regulatory requirements.

- Conduct requirements gathering, backlog management, and sprint tracking with government stakeholders, improving alignment and delivery clarity.

- Structure PMO processes, including RACI, templates, and lessons learned, raising organizational maturity.

Result achieved: Achieved a 20% reduction in delivery deviations through closer supervision of project activities, improved requirements tracking, and better coordination with government stakeholders.

**Systems Administrator | Iafis Group | 07/2010 – 07/2013**

- Design biometric enrollment stations and backend services, enabling large-scale operations.

- Develop front-end modules in C# and middleware integrated with biometric SDKs (ISO 19794), ensuring interoperability and performance.

- Implement integration layers with Oracle and SQL Server, optimizing communication between systems.

- Automate monitoring using Python and Shell Script, reducing incident response time.

- Ensure high availability of critical environments, maintaining continuous operational stability.

Results achieved: Reduced incident response time by 40% through monitoring automation and faster detection. Sustained an average service availability of 99.8% in production environments.

**Education**

- MBA in Project and Process Management — UMJ

- Mini MBA in Strategic Management — European Institute of Leadership & Management (2024)

- Strategic Management Program — Wharton School (2024)

- Postgraduate Degree in Networks and Information Security — Wyden

- Bachelor's Degree in Information Systems — FTC

**Certifications**

PgMP® | PMP® | PMI-ACP® | DASSM® | PMO-CP®

AWS Cloud Practitioner

PSM I® | PSM II®

ITIL®

ISO 27001 – Internal Auditor

DevOps Professional

OCA | LPIC

**Languages**
Portuguese – Native

English – Fluent (C1)

Spanish – Fluent

**Technical Skills**

- Program and Portfolio Management | Head of Programs | Program Management

- Strategic PMO and Governance | Stakeholder Management

- Digital Transformation | Digital Identity | Biometrics (AFIS / ABIS) | AI Product Development & Migration Projects

- Government Platforms | B2G | Mission-Critical

- Systems Architecture | Systems Integration | Python | C++

 - Cloud Computing (AWS, Oracle) | DevOps

- Artificial Intelligence applied to management

- Risk Management | Compliance | Information Security (ISO 27001, NIST)

- KPIs | OKRs | Dashboards | ROI

- Agile, Hybrid, and Traditional Methodologies | ITIL | JIRA | CONFLUENT