

William Góngora

Project Manager & GIT Analyst

Cali, Colombia
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Systems and Computer Engineer with **10+ years** leading IT operations, service delivery, and contract governance for global multinationals. ITIL **v4 certified** with **v5** knowledge. Leverage **AI agents** and agentic automation to drive **continuous improvement** and operational excellence. Bilingual (Spanish — Native, English — B1/B2).

EXPERIENCE

Contract Lead N1 — Andean Site Support & GIT Analyst

ARUS S.A.S (Colgate-Palmolive Account) — Cali, Colombia
Jun 2023 — Present

- Direct end-to-end regional SLA compliance and data-driven strategic action plans.
- Primary communication channel between corporate executives and engineering teams.
- Manage operational budgets and coordinate resources across corporate sites.
- Monitor incident lifecycles using FreshService under ITIL v4 guidelines.
- Lead enterprise asset visibility with Cisco DNA Center and Armis.

GIT Middleware Services Analyst Level 2

ARUS S.A. (Colgate-Palmolive Account) — Cali, Colombia
Jul 2015 — Jun 2023

- Designed automated ecosystems eliminating repetitive manual workload (toil).
- Led UAT and E2E validations prior to critical production updates.
- Managed external software vendor support under Change Control standards.
- Integrated AI-assisted workflows (Gemini) for system log analysis and RCA.

IT Project & Support Intern

Trabajamos J.M.C (Colgate-Palmolive Account) — Cali, Colombia
Jul 2013 — Jul 2015

- Collaborated in mapping, diagramming, and documenting cross-functional workflows.
- Provided support to critical non-SAP enterprise application infrastructure.

KEY SKILLS

Project & Service Management

IT Project Management, Service Delivery, SLA & KPI Governance, Operational Budget, Risk Mitigation

Frameworks & Methodologies

ITIL v4/v5, Agile (Scrum), Business Analysis, Process Mapping, Continuous Service Improvement

Stakeholder Governance

Regional Alignment, Vendor Management, Negotiation, Contract Management

Technical Operations

Hybrid Infrastructure (GCP & On-Premise), ITSM, Smart Workplace, Network Analytics, Cybersecurity

QA & Software Quality

UAT, End-to-End Testing, Deployment Validation, Bug Tracking, Process Diagramming

Tools & Databases

FreshService, Kactus Ophelia, SQL Server, Google Workspace

AI & Innovation

AI Agents & Agentic Automation, AI Data Governance, Low-cost problem solving with AI

EDUCATION & CERTIFICATIONS

DEGREE B.S. in Systems and Computer Engineering
Pontificia Universidad Javeriana, Cali

CERT ITIL v4
PeopleCert — 2024

CERT Career Essentials in Project Management
Microsoft & LinkedIn

CERT Career Essentials in Data Analysis
Microsoft & LinkedIn

CERT Business Analysis Foundations
LinkedIn

CERT Scrum Master Esencial
Udemy

LANGUAGES

Spanish  Native
English  B1/B2