DANIEL RISSO ELLIOT

Senior Technology Executive · Delivery & Operations Leader

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PROFESSIONAL SUMMARY

Technology executive with 15+ years of progressive leadership experience spanning software delivery, product management, consulting, and entrepreneurship across Mexico and international markets. Proven ability to build and scale high-performance engineering teams, design Centers of Excellence, and deliver complex software programs on time and within scope. Deep expertise in leading distributed, cross-functional organizations — managing up to 35+ professionals across multiple teams and countries. Dual profile combining a Computer Science foundation with an MBA from EGADE Business School (top 3 LATAM) and Executive Education at Yale School of Management. Bilingual English/Spanish. Track record of driving business growth, developing talent, and translating technology into measurable business outcomes.

KEY ACHIEVEMENTS

- Built and led a 35+ person nearshore technology organization across 3 specialized delivery teams and 2 countries at Oracle's Mexico Development Center, driving enterprise client programs for the energy and water sector across North America and LATAM.
- Designed and launched Oracle IGIU's Applications Center of Excellence (ACE) — a governance unit for customer escalation management across all Enterprise products — improving SLA compliance and client satisfaction.
- Delivered 30+ enterprise implementations (CRM, ESP, e-commerce) at Inteli-K, leading a 25-person multidisciplinary team while maintaining quality, budget, and timeline commitments across all engagements.
- Achieved a 30% increase in client cash flow through strategic ERP and international trade certification consulting (IMMEX, IVA, IEPS) at Lafex S.A. de C.V.
- Co-founded and scaled CompraiT from zero to a portfolio of 20+ active digital transformation clients within 18 months, serving as Lead Solutions Architect on Google Cloud Platform.

PROFESSIONAL EXPERIENCE

Senior Manager — Cross Solutions & ACE Teams · Oracle Energy & Water · *Mexico Development Center, Guadalajara*
Aug 2021 – Present

Led two specialized delivery teams within Oracle's Infrastructure Global Industries Unit (IGIU), overseeing nearshore software delivery for enterprise energy and water sector clients across North America and LATAM.

- Scaled and managed a 35+ person organization across 3 delivery teams in 2 countries, implementing governance frameworks, team charters, and OKR-based performance management systems.
- Designed and launched the Applications Center of Excellence (ACE) — a structured unit dedicated to managing customer escalations and bug resolution across all Enterprise products, ensuring SLA compliance and measurable improvements in client satisfaction.
- Directed the Cross Solutions team integrating Oracle Energy & Water products with Oracle Fusion Middleware and Oracle Integration Cloud (OIC), delivering unified multi-product platforms that streamlined enterprise client experience.
- Implemented delivery governance across Engineering, Product Management, Release Services, Architecture, and Program Management: risk management frameworks, stakeholder communication plans, and cross-functional alignment protocols.
- Partnered with executive leadership to define and execute market growth and team scaling strategies aligned to Oracle Mexico Development Center's expansion objectives.
- Championed talent development and organizational culture; led MDC's engagement programs for 1,500+ employees, contributing to measurable improvements in retention and team performance.

Head of Service Delivery · Inteli-K · *Zapopan, Guadalajara*
Jan 2019 – Jul 2021

Led end-to-end service delivery operations for a technology consulting firm, managing 25+ professionals across development, QA, business analysis, platform administration, testing, and DevOps disciplines.

- Delivered 30+ enterprise implementations across CRM, ESP, and e-commerce platforms, consistently meeting scope, quality, and timeline commitments.

- Designed software delivery frameworks and integration architectures that automated key client business processes, reducing manual effort and operational overhead across multiple accounts.
- Built and mentored a multidisciplinary delivery team; established individual KPIs, structured career development plans, and performance review cycles that strengthened retention and team capability.
- Negotiated complex contracts with enterprise clients and technology providers, consistently securing long-term partnerships and win-win agreements.
- Partnered with Project Managers on resource planning and capacity management across 10+ concurrent client engagements.

Intern Project Manager · CEMEX Research Group · *Bürglen, Switzerland*   Jul 2018 – Dec 2018

Selected for a competitive international research assignment at CEMEX's global innovation center in Switzerland, contributing to new product concept development.

- Led a cross-functional innovation project from ideation through stakeholder alignment, managing work plan, milestones, and coordination of an international team.
- Collaborated with research scientists, product designers, and business stakeholders to validate new product concepts against market and feasibility requirements.

Senior Project Manager & Co-Founder · CompraiT · *Zapopan, Guadalajara*   Jul 2015 – Jun 2018

Co-founded and scaled a digital technology firm delivering web development and digital marketing solutions to enterprise and mid-market clients across Mexico.

- Managed full project lifecycle for 20+ active client engagements: planning, critical path analysis, resource allocation, risk management, and delivery.
- Served as Lead Solutions Architect, designing and delivering cloud-based platforms on Google Cloud Platform (GCP) using Node.js and Angular.
- Grew the company from zero to a self-sustaining client portfolio within 18 months, managing P&L and client relationships end-to-end.

ERP & International Trade Consultant · Lafex S.A. de C.V. · *Zapopan, Guadalajara*   Oct 2014 – Jul 2018

- Provided strategic consulting on ERP implementation and international trade certifications (IMMEX, IVA, IEPS), delivering a 30% increase in client cash flow.

Technical Support Manager · SpaceiT · *Zapopan, Guadalajara*   Apr 2010 – Jul 2015

Progressed from Operations Intern to Technical Support Manager over a 5-year tenure, building expertise in technical operations, enterprise client support, and team leadership.

- Managed technical support operations for enterprise clients, maintaining SLA compliance and high client satisfaction scores.
- Designed operational processes that improved first-call resolution rates and reduced escalation frequency.
- Developed training materials, SOPs, and client onboarding documentation that standardized delivery quality across the support organization.

EDUCATION & EXECUTIVE DEVELOPMENT

Doctorate in Business Administration (DBA) — Candidate   2023 – 2026 (Expected)
SMC Business School

Master of Business Administration (MBA)   2018 – 2020
EGADE Business School, Tecnológico de Monterrey
Top 3 Business School in Latin America · AACSB Accredited

Executive Certificate — Behavioral Sciences   2022
Yale School of Management (Yale SOM)
Executive Education Program

Bachelor of Science — Computer Science   2005 – 2010
Tecnológico de Monterrey, Guadalajara

Certificate — Operative Systems   2009
ECE Paris · Paris, France
International academic exchange

CORE COMPETENCIES & TECHNICAL SKILLS

Leadership   P&L Management · Executive Stakeholder Management · Organizational Scaling · Talent Development & Mentoring · Cross-functional Team Leadership

Delivery   Software Delivery Lifecycle (SDLC) · Program & Portfolio Management · Center of Excellence Design · Delivery Governance · Risk Management

Methodologies   Agile · Scrum · SAFe · OKRs · KPI Management · DevOps Practices · Continuous Improvement

Technology   Oracle Cloud · Oracle Integration Cloud (OIC) · Oracle Fusion Middleware · Google Cloud Platform (GCP) · Node.js · Angular · CRM & ERP Platforms

Entrepreneurship   Company Co-founder · B2B Client Management · Contract Negotiation · Solutions Architecture · Social Enterprise

Languages   Spanish — Native | English — C1/C2 · Full Professional Proficiency

SOCIAL IMPACT & COMMUNITY

Co-Founder · Tipi Foundation · *Jalisco, México*   2016 – 2018

Founded a social enterprise empowering women from vulnerable communities through artisan skills training and e-commerce. Designed and commercialized handcrafted products, reinvesting 100% of profits back into the communities served.