

BRUNO GONCALVES JORGE

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SUMMARY

Strategic technology leader with over 20 years of experience, including pre-sales engineering, dedicated to influencing executive decisions and driving digital transformation with Cloud and AI solutions. Proven ability to build compelling business cases, secure stakeholder buy-in, and translate complex technical concepts into business value for enterprise and higher-education environments. Adept at building trusted partnerships with vendors and Microsoft solution providers to deliver impactful outcomes.

TECHNICAL SKILLS

Cloud & Infrastructure: Microsoft Azure (AVD, App Services, VPN Gateway, Azure SQL, Firewall, Load Balancer, Blob Storage, API Management, Entra ID, Intune, Microsoft 365)

Monitoring & Analytics: Azure Monitor, Log Analytics, Power BI, Application Insights

Security & Compliance: Microsoft Defender (Endpoint, Identity, Cloud), PIM, MFA, Conditional Access, FERPA compliance, service account governance

Automation & Scripting: Power Automate, PowerShell, Azure Functions, lifecycle automation, endpoint management

Development & Integration: Python, Flask, FastAPI, REST APIs, Logic Apps, custom automation with Graph API

Management Tools: Freshservice, SharePoint, Exchange, Active Directory, Veeam, SAN

Virtualization & Systems: VMware, Hyper-V, Windows Server, Oracle EBS, Oracle ATG

Project & Service Delivery: IT Strategy & Execution, Stakeholder Collaboration, Team Leadership, Agile & Waterfall Methodologies, ITIL Framework

Languages: English (Fluent), Portuguese (Native), Spanish (Intermediate)

WORK EXPERIENCE

System Operations Director

Dallas Baptist University | Dallas, TX

Jan 2021 – Present

- Acted as the lead trusted advisor for the university's cloud strategy, guiding senior leadership through executive briefings and roadmap proposals to accelerate the adoption of Azure solutions.
- Built and championed a business case for cloud modernization that drove a 300% increase in Azure workload consumption while simultaneously reducing Total Cost of Ownership (TCO) by streamlining infrastructure, automating operations, and optimizing team resources.
- Guiding the university's Generative AI adoption strategy, evaluating platform capabilities like Azure OpenAI and building business cases to enhance student learning and operational efficiency.
- Architected and implemented a modern cybersecurity framework using Microsoft Defender, Privileged Identity Management (PIM), and Conditional Access policies to ensure FERPA compliance.
- Led solution discovery workshops with academic and administrative leaders to identify business challenges, co-design solutions, and accelerate decisions on an IT roadmap.
- Partnered with vendors, consultants, and Microsoft solution providers to evaluate technologies, co-design solutions, and drive adoption across the university.

Adjunct Professor

Dallas Baptist University | Dallas, TX

Jul 2021 – Present

- Teach IT Strategy and Cloud Computing with emphasis on strategic alignment, governance, and innovation.
- Integrate AI-driven insights, cloud architectures, and real-world scenarios to drive business value.
- Foster critical thinking, risk-aware planning, and applied expertise in modern enterprise IT.

Infrastructure Specialist

Dallas Baptist University | Dallas, TX

May 2019 – Dec 2020

- Led automation initiatives using Power Automate, and other tools to enhance operational efficiency.
- Developed an in-house Application Mapping Tool to streamline lifecycle management of applications and resources.
- Supported infrastructure projects focused on improving stability, scalability, and network performance.

Regional Service Delivery Manager; Senior Project Manager

Wipro | Sao Paulo, Brazil

Jul 2016 – Nov 2018

- Oversaw IT service delivery across 19 LATAM countries, managing escalations, conducting executive service reviews, and driving performance improvement aligned with client goals.
- Led cross-functional teams in regional deployments of hardware refreshes, software rollouts, and support modernization, increasing service efficiency and end-user satisfaction.
- Acted as a strategic liaison between clients and internal technical teams, aligning service operations with digital transformation roadmaps and SLAs.
- Collaborated with vendors, implementation partners, and consulting firms to co-design deployment plans, resolve integration challenges, and ensure delivery excellence.
- Presented KPI reports, risk assessments, and service continuity plans to senior stakeholders, influencing decisions around regional IT investment and user experience initiatives.

Senior Project Manager

Somos Educacao | Sao Paulo, Brazil

Apr 2015 – Dec 2015

- Led a large-scale, cross-functional transformation initiative, managing multiple project managers across e-commerce, logistics, and product domains. Delivered an integrated solution spanning Oracle ATG, Oracle EBS, and legacy systems, while launching new digital content pipelines, fulfillment operations, and a proprietary e-reader ecosystem.

Project Manager

Abril Comunicacoes | Sao Paulo, Brazil

Mar 2011 – Apr 2015

- Managed strategic IT projects including publishing system implementation and upgrades, ERP enhancements, and security system implementations.
- Oversaw projects such as Corporation Tax adequacy and Outsource Printing initiatives.

Pre-Sales Project Engineer

Network1 | Sao Paulo, Brazil

Sep 2008 – Mar 2011

- Partnered with account executives to qualify customer needs, define solution scope, and influence purchasing decisions through strategic technical consultation and demonstrations for small and medium business (SMB) clients.
- Supported pipeline growth by identifying cross-sell and upsell opportunities during solution scoping and client discovery sessions, directly contributing to new business wins.

- Engaged with vendors, consultants, and resellers to co-develop tailored solutions, ensuring alignment with customer outcomes and partner capabilities.
- Delivered solution briefings and technical workshops to guide SMB customers through modernization and digital transformation paths, helping them visualize business impact.

System Specialist

Nestle | Sao Paulo, Brazil

Mar 2004 – Jul 2008

- Coordinated rollout teams, managing schedules and travel budgets to ensure smooth IT deployments.
- Provided second-level support for end-users while partnering with the Service Desk to enhance support processes.
- Conducted targeted training sessions for end-users, elevating technical proficiency and service quality.
- Standardized computer imaging for Nestlé Brazil in line with guidelines from headquarters and the global team.
- Tested and validated updates and new initiatives from headquarters, ensuring local compatibility.

IT Support Specialist

IBM | Sao Paulo, Brazil

May 2003 – Feb 2004

- Assisted in the "Globe" project, supporting the global unification of SAP systems across Nestlé operations.
- Contributed to the implementation of SNOW, a custom Windows 2000-based operating system, ensuring smooth user transitions.
- Provided targeted end-user training and comprehensive technical support throughout the migration process.
- Collaborated with IBM team members to streamline support processes and enhance communication for efficient problem resolution.

EDUCATION AND CERTIFICATIONS

Master of Science in IT & Management

Dallas Baptist University | Dallas, TX

2020

Postgraduate specialization in administration of IT

Fundacao Getulio Vargas | Sao Paulo, Brazil

2011

Bachelor of Information Systems

Universidade Paulista | Sao Paulo, Brazil

2008

Certifications

Azure AI Fundamentals (AI-900)	2025
Azure Solution Architect Expert (AZ-305)	pursuing
Azure Virtual Desktop Specialist (AZ-140)	2023
Azure Administrator Associate (AZ-104)	2022
Azure Power Platform Fundamentals (PL-900)	2022
Microsoft Security, Compliance, and Identity Fundamentals (SC-900)	2022
Scrum.org: Professional Scrum Master I	2022
Project Management Institute: PMP Exam Preparation Course	2012
IT Service Management Foundation (based on ITIL® V2)	2009