

Ezdraz Baez.

I ship complex tech programs across global teams — and I stay sharp by actually building. Hands-on with Claude Code, RAG, and agentic AI delivery in my off-hours.

BASED	Guadalajara, MX · Remote-first
CURRENTLY	Sr. TPM @ Ascendion · Cisco AI SaaS
ON THE SIDE	Tinkering with AI products & food
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01 What I do

I'm a Senior Technical Program Manager with 20+ years shipping complex tech programs across global teams. Currently leading delivery on Cisco's AI-driven SaaS platform at Ascendion.

What separates me from most TPMs my age: I still build. On the side I tinker with AI products and a vegan-tortilla experiment — hands-on with Claude Code, RAG pipelines on Supabase, full-stack delivery in Next.js. It's how I make sure the tools and patterns I recommend to teams are ones I've shipped myself.

Bridge between *engineering, product, and business*. PMP · SCRUM · SAFe · ITIL certified. Master in Computer Science. Master in AI & Innovation. Bilingual (C2 English / Native Spanish).

02 By the numbers

20+	6+
Years shipping complex tech programs globally	Industries shipped to — fintech, healthcare, edtech, AI, media, telecom
\$M+	C2
Multi-million-dollar enterprise programs delivered at scale	English proficiency · Bilingual delivery across US & LATAM teams

03 Where I've been

Jan 2024

– Now

Senior Technical Program Manager / Senior Delivery Manager

ASCENDION @ CISCO

Spearheaded multi-million-dollar global programs delivering an AI-driven SaaS designed to revolutionize how Cisco's enterprise customers manage data centers.

- Directed global teams across **Engineering, AI, UX, and Product** to ship an AI-driven SaaS optimizing data center operations.
- Leveraged **SAFe and Scrum** to streamline development, enhance collaboration, and reduce delivery timelines.
- Created weekly health reports and dashboards giving **real-time VP-level visibility** across geographies.
- Worked directly with Cisco's customer base to align product capabilities to pain points; drove **measurable adoption**.

Nov 2021

– Jan 2024

Senior Technical Program Manager

RETRYPAY

Owned product definition and delivery of the Smart Retry Decisioning Engine — an algorithmic payment recovery system serving recurring-billing SaaS merchants.

- Hands-on with **RESTful payment API specs** (GET/POST/PUT/DELETE) powering recurring billing, refunds, and chargebacks; defined contracts, edge cases, idempotency rules.
- Architected the **Smart Retry Decisioning Engine** end-to-end: failure classifier, timing optimizer, routing logic, and feedback loop tuning weights weekly.
- Recovered **~18% of declined transactions** with no merchant intervention — ~\$1.8M saved per \$10M recurring-billing customer.
- Reduced API onboarding time **30%**; improved average latency **20%** at **99.9% uptime** across millions of monthly transactions.
- Today I'd rebuild the failure classifier as a fine-tuned LLM — the architecture was modular enough that the swap is additive, not a rewrite.

Feb 2019

– Nov 2021

Delivery & Customer Success Director (México Office)

IN ALL MEDIA

Led healthcare technology initiatives for US and LATAM clients; drove digital transformation in data integration, patient experience, and compliance.

- Modernized legacy systems under **HIPAA, GDPR, SOC2**; migrated sensitive health data to secure cloud.
- Built real-time analytics dashboards and automated compliance reporting; reduced turnaround **~30%**.
- Achieved **95% retention** across managed accounts; renewed annual SOWs with multiple clients.
- Managed cloud content distribution for **Netflix, Disney+, Hulu**; cut delivery time **~15%**.

Mar 2017

– Feb 2019

Senior Agile Project Manager

WIZELINE

Led high-tech development teams for the New York Post's mobile and web platforms, serving millions of daily users.

- Drove monetization through analytics-driven ad placements (video pre/mid-rolls, behavioral targeting).
- Significant uplift in **advertising revenue**; scaled architecture to handle millions of daily users.

Earlier career

ORACLE · IBM · TCS · POUNCE · SOFTTEK

Principal PM at Oracle. Project Manager at IBM (24/7×365 critical service delivery). LATAM & Nearshore Delivery Manager at TCS (250+ resources). QA leadership at Pounce and Softtek. Built foundation across global delivery, vendor management, and incident/change/problem ITIL practices.

"I don't recommend tools I haven't shipped with."

— MY HIRING FILTER FOR EVERY AI CLAIM

Beyond the day job

How I stay sharp outside of full-time work. Three projects in early validation — different problems, same impulse: build the thing, ship it, learn from real users.

● EARLY VALIDATION · SCHOOL MANAGEMENT SAAS

Xokai

One app so schools and families understand each other

A multi-role school management platform for private K-12 in Mexico and LATAM. Live pickup with GPS, multi-tutor announcements, CFDI 4.0 payments, attendance, permits, digital re-enrollment — seven roles, one structure. Validating with first anchor partner in Guadalajara.

Next.js

Supabase

Multi-tenant

CFDI 4.0

Claude Code

[xokai.app](#) →

● EARLY VALIDATION · AI FOR CREATORS

Klypa

One link, ten viral shorts, five minutes

Testing whether multi-model AI pipelines can do real video editing work: hook detection, captions, per-platform titles and hashtags. Landing page up, 247+ creators on waitlist across 12 countries; validating demand before scaling the build.

Claude API

Next.js

Video AI

Multi-platform

[klypa.app](#) →

● EARLY VALIDATION · OFFLINE LIFE

Vaelka

Vegan tortillas, validated with family & friends

Not everything has to be a SaaS. A food experiment with real ingredients, real taste tests, real feedback over real dinners. Validating recipes and demand with a small group in Guadalajara before going bigger.

Customer dev

Real-world testing

Patience

vaelka.com →

05

Stack & skills

AI & BUILDING

★ Claude Code

★ Claude API

★ OpenAI Codex

RAG pipelines

pgvector

Agentic workflows

Prompt engineering

Embeddings

n8n

ENGINEERING & INFRASTRUCTURE

★ Next.js

★ Supabase

★ Vercel

TypeScript

React

REST APIs

PostgreSQL

OAuth

Webhooks

DELIVERY & METHODOLOGY

★ PMP

★ Scrum / SAFe

★ ITIL

Agile

Kanban

Jira

Notion

Risk management

SLA / vendor mgmt

DOMAINS SHIPPED

AI / SaaS

Fintech / payments

Healthcare (HIPAA, SOC2)

EdTech

Media & streaming

Enterprise IT

06

Education & credentials

2023

Master in Artificial Intelligence & Innovation

Founderz Business & AI School

2010 – 2013

Master of Computer Applications (MCA)

ITESO Universidad Jesuita de Guadalajara

2000 – 2004

Bachelor of Engineering

Universidad de Guadalajara

Certifications

PMP · Scrum · SAFe · ITIL v3 · EF SET C2 Proficient · Power Platforms Fundamentals

PMI · Scrum.org · EXIN · EF · Microsoft

Looking for someone who ships? Let's talk.

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