

RICARDO ARIEL FRYDMAN

Senior IT Project & Service Delivery Manager | Cybersecurity, Infrastructure & Global Operations

ricardoeureka@gmail.com | +56966146452 | Santiago, Chile | [linkedin.com/in/ricardofrydman](https://www.linkedin.com/in/ricardofrydman)

PROFESSIONAL SUMMARY

Senior IT Project and Service Delivery Manager with 15+ years of experience leading infrastructure, cybersecurity and digital transformation initiatives in multinational environments across mining, manufacturing, insurance and technology sectors.

Proven ability to deliver complex projects on time and within budget, lead multicultural teams, and implement ISO 27001, vulnerability management, disaster recovery and business continuity strategies. Strong track record of improving operational performance, reducing risk and increasing customer satisfaction.

SKILLS

Project & Service Management • Agile & Waterfall • Risk & Change Management • Stakeholder Management • ITSM (Symphony Summit) • ISO 27001:2022 • Vulnerability Management • Disaster Recovery • Business Continuity • PCI DSS • High Availability Clustering • Linux • AIX • Red Hat • Security Automation • Team Leadership • Vendor Management • Root Cause Analysis (RCA)

Key Achievements

Reduced Time to Ownership by 30% and eliminated service backlog in 3 months.

Automated 95% of vulnerability remediation across 5,000+ devices.

Reduced critical patching time by 80%.

Recovered 3 high-risk projects with zero budget overruns.

Led support transition across 5 countries managing 33 resources.

PROFESSIONAL EXPERIENCE

Service Delivery Manager

Infosys | Santiago, Chile | May 2025 – Present

- Lead Network, Hosting and Monitoring of OT Infrastructure in a critical mining environment, managing systems, devices, licenses and external providers
- Handle escalations, stakeholder management, requirement analysis and solution proposals
- Drive Root Cause Analysis (RCA), change/release management and continuous improvement
- Successfully managed high-risk transition of Monitoring and Tools Services under tight deadline without documentation; achieved 30% reduction in Time to Ownership (TTO) and eliminated service backlog (to 0) in 3 months

PMO

Tata Consultancy Services | Santiago, Chile | July 2024 – May 2025

- Led project management for Sise BE3 and Sunsystems CORE implementations across multiple business lines for an international insurance corporation
- Coordinated QA, Integration, Operations and Migration teams to ensure timely delivery and successful milestones
- Managed risk assessments and scope creep; recovered three high-risk delayed projects with on-time completion and zero cost overrun

Service Delivery Manager

Tata Consultancy Services | Santiago, Chile | October 2020 – June 2024

- Led transition of Global Help Desk and Field Support Service across five countries, managing 33 resources for a global forest products manufacturer
- Spearheaded Symphony Summit ITSM implementation and acted as key customer contact in Chile reporting to the CTO
- Managed cross-regional teams (Mexico, Chile, India) ensuring high-quality service delivery, risk management and business continuity

Global Technical Project Manager

Tata Consultancy Services | Santiago, Chile | June 2018 – October 2020

- Led global Corporate Vulnerability Management program across six countries, reporting directly to the Global CISO
- Improved security posture and achieved 95% vulnerability remediation automation (up from <50%) for 5,000+ devices in 6 months, reducing critical patch time by 80%
- Led team of 5 system administrators across Chile and Peru

Sr. AIX/Linux System Administrator

Avantia S.A. | Santiago, Chile | June 2016 – May 2018

- Administered high-availability AIX and Linux RedHat clusters ensuring uptime and PCI/DSS compliance
- Managed security and compliance activities over two years, successfully passing all external audits without major non-conformities

AIX Subject Matter Expert

IBM Argentina S.A. | Córdoba, Argentina | March 2008 – June 2016

- Led AIX server build for TSM backup infrastructure renewal and provided key project management support
- Delivered high-level technical support across AIX, Linux, Solaris and HP-UX to clients in US and Europe
- SME for Disaster Recovery Plan an Exercises, with onsite training on Sterlig Forrest Resiliency Center

Infrastructure Specialist

EDS | Córdoba, Argentina | October 2006 – March 2008

- Managed Unix servers (Solaris, HP-UX, Tru64, Linux, AIX) delivering 2nd and 3rd-level support
- Trained and mentored junior staff on incident and change management

EDUCATION AND CERTIFICATIONS

ISO 27001:2022 Internal Auditor – Information Security, Cybersecurity and Privacy Protection

TUV Rheinland | November 2025 | Santiago, Chile

ISO 27001:2022 Interpretation

Universidad de Chile | May 2023 | Santiago, Chile

SCSA – Certified Solaris 10 System Administrator | October 2007 | Córdoba, Argentina

Computer Systems Analyst | Córdoba, Argentina

Languages: Spanish (Native), English (Advanced), Portuguese