

JOHN JAIRO GIRALDO RAMÍREZ

Senior Consultant · AI & Cybersecurity

CONTACT

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CITY
Medellín, Colombia

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LINKEDIN
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CORE COMPETENCIES

- Artificial Intelligence Strategy
- AI applied to logistics & operations
- AI culture and change management
- Intelligent automation · RPA + LLMs
- Cybersecurity & ISO 27001 ISMS
- PCI DSS, BASC, SOC 2 Type 2
- Cloud architecture (AWS, Azure)
- Project management · PMP / Agile
- Technical team leadership
- C-Level executive consulting

TECH STACK & TOOLS

- OpenAI · Anthropic · Azure OpenAI
- LangChain · n8n · Zapier
- Power BI · Tableau · Looker
- AWS · Azure · Google Cloud
- Microsoft 365 · Active Directory
- VMware · Linux · Windows Server
- Wazuh · Nessus · pfSense
- Jira · Confluence · Notion

LANGUAGES

Spanish — Native
English — Professional · TESOL/TEFL

JOHN JAIRO GIRALDO RAMÍREZ

Senior Consultant · AI Applied to Logistics · Cybersecurity

PROFESSIONAL PROFILE

Telecommunications Engineer with a Master's in Information Security and over 22 years of experience in technology leadership. For the past 6 years I have worked as an independent consultant focused on applying Artificial Intelligence to logistics and operational processes to make companies safer, more efficient and more productive. I lead end-to-end AI adoption: discovery, use cases, secure architectures, automation and change management. I combine hands-on cybersecurity expertise (ISO 27001, PCI DSS, BASC, SOC 2) with a strategic business perspective that accelerates digital transformation.

6 YEARS AS AN INDEPENDENT AI + CYBERSECURITY CONSULTANT

I help companies become safer and more productive by applying Artificial Intelligence to their logistics processes and embedding an AI-first culture across every function: use-case discovery, automation, data governance and organizational adoption.

PROFESSIONAL EXPERIENCE

Independent Consultant · Director of AI & Cybersecurity

Mar. 2020 – Present · 6 years

MASTER X S.A.S. — Independent practice — Medellín, Colombia · Hybrid / Remote LATAM

Executive advisory for companies that want to become safer and more productive by applying Artificial Intelligence to their supply chain and daily operations.

- Designed and rolled out AI adoption roadmaps for logistics supply chains: demand forecasting, route optimization, inventory control and predictive traceability.
- Deployed AI copilots and conversational agents for help desk, customer service and back-office processes, with measured operational time reductions of 30–60%.
- "AI Culture" program for middle management and C-level: training, governance, prioritized use cases and organizational adoption metrics.
- Security by design on every deployment: integration of ISO 27001, PCI DSS, BASC and SOC 2 Type 2 controls; data classification and leak prevention across AI pipelines.
- Infrastructure audits, attack-surface evaluation, server hardening, network segmentation and incident response for SMBs and BPO operators.
- Notable clients: Puulse Marketing BPO (PCI DSS), Sodicarga S.A.S. (BASC), RAM BPO (SOC 2 Type 2) and multiple logistics operators across Colombia and the U.S.

CEO & Operations Director (parallel remote role)

Jul. 2023 – Present

Arizona Aqua Docs LLC — Arizona, USA · 100% remote from Medellín

General management and strategy for a remote Contact Center serving customers in the United States.

- End-to-end implementation of agent operations, commercial strategy and a multilingual remote Contact Center.
- Automation of customer-service workflows and CRM with generative AI, improving conversion and NPS.
- KPI definition, corporate governance and U.S. data-protection compliance.

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MY VALUE PROPOSITION

I help companies move to secure, automated, AI-driven logistics operations while embedding a sustainable AI culture across every team.

MASTER X
Artificial Intelligence + Security

PROFESSIONAL EXPERIENCE (CONT.)

IT Coordinator · Project Coordinator
Jul. 2015 – Feb. 2020

EUROSIERRAS S.A.S. — Medellín, Colombia

Global owner of the company's IT platform and technology projects portfolio.

- End-to-end administration of IT platforms, incident management and operational continuity.
- Implementation of new technology solutions and modernization of on-premise and cloud infrastructure.
- Strategic management of vendors, budgets and SLAs.

IT Manager
Aug. 2014 – Jun. 2015

YUXI PACIFIC LATAM — Medellín, Colombia

Technical management of nearshore operations serving U.S. clients.

- Implementation and maintenance of network services, Windows/Linux servers and Active Directory.
- Administration of email, VMware, Amazon Web Services platforms and cloud servers.
- Coordination with U.S. peers and bilingual support for international visitors.

IT Coordinator
Apr. 2012 – Jul. 2014

MINATURA COLOMBIA GOLDEN MINES — Medellín, Colombia

IT owner for a mining operation with both administrative and field sites.

- Implementation of network services, Windows/Linux servers, Active Directory and corporate email.
- Rollout and administration of IP surveillance cameras and PBX telephony.
- 24/7 incident response and support to distributed users.

Help Desk Lead
Apr. 2002 – Mar. 2012 · 10 years

ALLUS Global BPO Center — Medellín, Colombia

Grew from junior technician to Help Desk Lead in one of LATAM's largest BPO operators.

- Contact-Center incident management, multi-tier support and executive reporting.
- Equipment repair, software installation, structured cabling and PBX administration.
- Support to more than 3,000 operational seats with strict availability standards.

EDUCATION

Master's in Information Security — 2020
Instituto Tecnológico Metropolitano · ITM

Graduate Diploma in University Teaching — 2019
Universidad de Envigado

Telecommunications Engineer — 2009
Instituto Tecnológico Metropolitano · ITM

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

PMP® Certification — 2016
Global Knowledge

ITIL® v3 Foundation — 2014
IT Services

TESOL / TEFL — Teaching English — 2019
International TESOL Academy

ISO/IEC 27001 Lead Implementer — 2021
Continuous training

PCI DSS · BASC · SOC 2 Type 2 — 2020 – 2026
Compliance programs implemented as consultant

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MASTER X
Artificial Intelligence + Security

PROFESSIONAL REFERENCES

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