LIOR MILGROM

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Brazilian

39 years old

Married

SUMMARY

Transformation is my passion.

My career journey has been a remarkable transformation. Although I initially graduated in Physical Therapy with a specialization in Sports and Chinese Medicine, I've always known my heart belonged to the tech world.

The shift to the tech industry was not just a change; it was a realization of my true passion. I wholeheartedly love the fast-paced and innovative nature of the tech world, where I can challenge inefficiencies and drive progress in organizations.

Since 2011, I've been on an exhilarating path, climbing positions, and delivering innovative and significant results through efficient collaboration and client engagement. My proficiency in Agile techniques and experience in leading complex tech projects has been incredibly fulfilling. The tech world is where I thrive, and I'm excited to continue making a meaningful impact here.

EXPERIENCE

Feb/2023 – Current: Citi
Dallas, Texas, United States
Senior Technical Program Management, Head of Digital Platforms

Enablement of foundational capabilities across shared platforms to reduce customer friction and achieve scalable technology delivery internally and across partners, such as Mobile and Web containers, Digital Platform features and Conversational AI. I also drive the strategy and roadmap for common areas that contribute to the full organization to ensure alignment with Customer and Citi organization objectives.

Dec/2021 – Feb/2023: Citi
Dallas, Texas, United States
Senior Technical Program Management, Head of Service

Implementation of features and improvements in the Service domain (Digital Services). The Service domain enables customers to manage their accounts at their convenience. It includes tools and resources that empower users to take control of their finances and address daily banking challenges, whenever and wherever is most convenient for them, without the need to contact the call center, visit a branch, or engage with an executive.

Jun/2019 – Dec/2021: Citibanamex
Mexico City, Mexico
Head of Mobile

I was responsible for enhancing and improving the productivity of the mobile banking application, aiming to optimize the service for all customers in Mexico.

Through the implementation and promotion of Agile culture, I optimized and accelerated the processes and development of the application. By implementing release trains, we were able to release new versions every two weeks for end users, and increased adoption by 25% through data-driven decisions for new features.

I worked with a budget of tens of millions of dollars and formed a team of over 350 people with well-defined roles and responsibilities, designed for easy and seamless interaction and support.

Additional role since Apr/2020:
Head of Tech Digital Payments

Starting from April 2020, I onboarded over 50 new professionals to the team to revamp and strengthen Digital Payments technologies, leveraging our expertise in processes and our reliable ecosystem.

Aug/2018 – Jun/2019: Citibanamex
Mexico City, Mexico
Head of Digital Messaging

Responsible for implementing an Agile culture and transforming Digital Messaging through a new architecture for Alerts, Notifications, and Statements, focusing on a customer-centric perspective. The key highlights of the solution were cost reduction, improved performance, easier maintenance with reduced costs, and a faster time to market for new products.

May/2017 – Aug/2018: Citibanamex
Mexico City, Mexico
API Factory Delivery Head

Responsible for implementing an Agile culture and a scalable delivery model for the API Factory Delivery area, managing over 100 people distributed across 10 teams supporting more than 30 simultaneous projects. This enabled a technological transformation of the Bank, modernizing and simplifying processes by removing middlewares and other architectural layers.

Feb/2014 – May/2017: IBM
São Paulo, Brazil
Scrum Master

Scrum Master for mobile applications and digital solutions.

Agile culture was deeply rooted in our core level and embedded in all daily practices. Certified coaches reviewed our Agile maturity on a monthly basis, enhancing our daily processes. DevOps

was a pillar of our Agile culture, improving deployment frequency, leading to a shorter time to market, lower failure rate of new releases, reduced time between fixes, and faster recovery in case of failures caused by a new release.

I was also responsible for the strategy and leadership of the mobile organization in Latin America, daily problem-solving, coaching, and fostering mutual respect and commitment among team members. I actively engaged with the Product Owner, resource allocation, and financial management.

Feb/2014 – May/2017: IBM

São Paulo, Brazil
Product Owner of the IBM Conference App

Innovative and award-winning mobile application for events and conferences. An ingenious tool that allows participants to manage schedules, contacts, and timetables, provide real-time feedback, and ask questions during conferences and live presentations.

As the Product Owner, I influenced the development effort by conveying insights to the team and prioritizing the product backlog. I was also responsible for commercializing the application for over 120 events, both external and internal to IBM.

Dec/2011 – Feb/2014: IBM

São Paulo, Brazil
Project Manager

Blue Harmony Brazil Project - Planning, Operation and Finance control.

Feb/2010 – Dec/2011:
Centro de Performance Humana (Sports Physical Therapy Clinic)

São Paulo, Brazil
Physical Therapist

Dec/1998 – Dec/2012: Volunteer

São Paulo, Brazil
Event Production – Festival Carmel – A Hebraica de São Paulo

I acted as a member of the production team responsible for the yearly Carmel Festival, the world's largest Israeli Folk Dance Festival, outside Israel - a 3-day festival, where 3.000+ spectators enjoy more than 7 major dance shows. The festival requires a 10-month preparation, and receives each year more than 1.000 dancers from all around the world. The Festival's production is divided into more than 10 departments, including a Production team, a Technical Support team, a Stage Managing team and many others.

AWARDS & RECOGNITIONS

2022 & 2023: Citi
World's Best Digital Bank Awards – Citi. Global Finance names the World's Best Digital Bank Awards. Citi has been named the overall World's Best Digital Bank.

2021: Citi
Global Finance - World's Best Digital Banks 2021 – Citibanamex. Global Finance Names the World's Best Digital Banks in 2020. Citibanamex was the country winner in Latin America.

2019 & 2020: Citi
Global Finance - Best Digital Bank Award 2019 – Citibanamex. Global Finance Names The World's Best Consumer Digital Banks In Latin America 2019. Citibanamex was the country winner in Mexico and also won the Best Open Banking API's award.

2018: Citi
Global Finance - Best Digital Bank Award 2018 – Citibanamex. Global Finance announced the First Round winners for the 2018 World's Best Consumer Digital Banks Awards in Latin America. Citibanamex was the country winner in Mexico.

2016: IBM
Outstanding Technical Achievement Awards (OTAA) 2015 - IBM Conference App: Innovative and award-winning mobile application for events and conferences. An ingenious tool that allows participants to manage schedules, contacts, and timetables, provide real-time feedback, and ask questions during conferences and live presentations.

2015: IBM
Certificate of Appreciation - IBM Conference App: Innovative and award-winning mobile application for events and conferences. An ingenious tool that allows participants to manage schedules, contacts, and timetables, provide real-time feedback, and ask questions during conferences and live presentations.

2014: IBM
Tap Into Innovation 2014 Awards - Sametime Reminder: An application created by me that integrates with the internal chat system of the company, allowing users to set alerts to return to important conversations.

2014: IBM
CIO Innovation Hub - Sametime Reminder: An application created by me that integrates with the internal chat system of the company, allowing users to set alerts to return to important conversations.

CERTIFICATIONS

- Certified Agile Leadership (CAL) issued by the Scrum Alliance. Badge ID: 1085420.
- Project Management Professional (PMP®) issued by the Project Management Institute (PMI). PMP® Credential: 1662565.
- Certified ScrumMaster® (CSM) issued by the Scrum Alliance. Certificant ID: 000467627.
- Kanban Management Professional issued by the Kanban University.
- Kanban Systems Improvement issued by the Kanban University.
- Kanban System Design issued by the Kanban University.
- IBM Design Thinking Practitioner.

GRADUATION

- Post-graduation in Artificial Intelligence and Machine Learning: Business Applications – Texas McCombs School of Business (2024)
- Project Management – Fundação Getúlio Vargas (2012)
- Post-graduation in Sports Physiotherapy – Instituto Vita de Medicina (2009)
- Post-graduation in Energetic Acupuncture and Oriental Therapies – CEATA (2011)
- Bachelor in Sciences: Physiotherapy – Universidade Cidade de São Paulo (2006)

LANGUAGES

- Portuguese – Native
- English – Fluent
- Spanish – Fluent
- Hebrew – Intermediary