FELIPE TELLEZ

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EDUCATION

NATIONAL UNIVERSITY OF COLOMBIA   Bogotá, Colombia
Master of Science in Systems Engineering and Computer Science   2007 – 2011
> **Meritorious Distinction Equivalent to Magna Cum Laude for the Master's Thesis**: "A Cryptography-Based Mechanism for Identifying Nodes Applied to Detection of Wormhole Intrusion in Ad-Hoc Networks".
> Published Papers on AI, Cryptography, and ECC Optimization.

NATIONAL UNIVERSITY OF COLOMBIA   Bogotá, Colombia
Bachelor of Engineering in Computer Systems   2007 – 2011
> Major in Computer Science; Relevant Coursework: Operating Systems, Software Architecture, Artificial Intelligence, Cryptography.

WORK EXPERIENCE (+18 Years)

SAP (SAP Colombia SAS)   Bogotá, Colombia
Cloud AI & CX Technical Consultant   Oct 2019 – Present
- Led implementation of SAP CX AI Toolkit for 15+ enterprise clients in Latin America under the SAP Early Adopter Care (EAC) program; delivered AI-driven solutions across Commerce, Sales, and Service clouds.
- Designed AI use cases such as visual search, product Q&A chat, lead scoring, service summarization, and automated service ticket management; improved customer engagement KPIs by 30%.
- Defined cloud-native integration architectures using Java, Spring, REST APIs, and Azure (Blob Storage, Kubernetes); enabled scalable deployments for e-commerce and contact center platforms.
- Guided technical enablement and project delivery for flagship clients (e.g., Yaneken, EEGSA, Mabe); ensured full activation and production readiness of AI agents.
- Delivered presentations at SAP NOW 2024–2025, Business AI for Leaders 2025, and internal bootcamps; evangelized AI adoption and cross-functional alignment across product, presales, and customer success teams.
- Migrated 8+ customers from on-premise SAP Commerce to cloud-based CCv2 on Azure, achieving a 100% success rate with minimal downtime and improved cloud infrastructure performance.
- Provided end-to-end technical consulting to 30+ enterprise clients across Latin America, combining solution design, troubleshooting, and direct customer engagement to ensure project alignment and satisfaction.

SOPHOS SOLUTIONS   Bogotá, Colombia
Senior Technical Consultant   Jul 2019 – Oct 2019
- Designed and implemented secure integration architectures using IBM Integration Bus (IIB) and SOA principles, enhancing data exchange reliability and scalability for financial systems.
- Led technical consulting and project execution for Banco de Occidente, integrating ERP, ATMs, and transactional systems, increasing operational efficiency by 15%.
- Applied best practices in secure message processing using ESQL, XML, SOAP, and HTTP protocols to protect customer data and reduce vulnerabilities.

ST SERVICIOS DE TECNOLOGÍA E INVERSIONES   Bogotá, Colombia
CEO & Founder   Dec 2016 – Apr 2019
- Delivered secure, cloud-ready web applications and Linux-based systems for 11 clients across banking, retail, and streaming industries, increasing client retention by 50%.
- Provided end-to-end technical project management, including performance testing with JMeter and secure HTTPS deployment, ensuring system resilience and customer satisfaction.
- Managed both technical implementation and customer-facing interactions, ensuring alignment of technical deliverables with business outcomes.

AGRARIAN BANK COLOMBIA (Via Grupo Empresarial Coltempora & S&A)   Bogotá, Colombia
Senior Technical Lead & Solution Architect   Jan 2015 – Nov 2016
- Led a cross-functional technical team of 7 to design and deliver enterprise architecture for Oracle ERP and IFRS compliance, enhancing operational efficiency and system resilience.
- Architected SOA and ESB integration frameworks with a focus on scalability, data security, and regulatory alignment, laying a foundation for modern analytics and AI readiness.
- Served as the main point of contact between stakeholders, project teams, and technical staff, driving faster alignment and business-driven decision-making.

- Utilized Java, Oracle Data Integrator, and Archimate to define high-level architecture and documentation for data pipelines and secure enterprise system flows.

IBM (employed directly and via subsidiaries ISSC - IBM Subsidiary, and DTS Consulting)   Bogotá, Colombia
SOA & Java Technical Lead / Web & ESB Developer   Jul 2008 – Jul 2014
- Led technical integration for large-scale banking projects using IBM WebSphere Message Broker, WebServices, and Java, ensuring secure, scalable financial data flows across hybrid infrastructures.
- Directed cross-functional dev teams for public sector applications, improving data protection protocols by 60% through secure J2EE development and architecture alignment.
- Delivered end-to-end integration of financial transaction platforms for major Colombian banks (Davivienda, Bancolombia), aligning with strict cybersecurity and performance standards.
- Designed and tested secure client information management systems in the telecom industry, improving service reliability by 20% and enabling scalable user data pipelines.

PREVIOUS ROLES INCLUDE: Software Consultant, Technical Lead, and Instructor across public sector, academic, and small enterprise projects, with early experience in IT security, software analysis, and computer science education (2005 – 2008).

TECHNICAL SKILLS

Languages & ML: Python, Java, SQL, JavaScript; Scikit-learn (view project on GitHub – cftellezc), TensorFlow, NLP (spaCy, transformers), LangChain.
Cloud & DevOps: Azure, Kubernetes, Docker, Jenkins, Git, Spring Boot.
Architecture: UML, BPMN, ArchiMate, SOA, SAP LeanIX.
Platforms: SAP Commerce, Sales & Service Cloud, IBM WebSphere, SOLR.
Tools: Postman, Dynatrace, REST/SOAP, Message Queues (MQ).

CERTIFICATIONS

- **SAP Certified – Solution Architect, SAP BTP** (valid thru Dec 2026).
- **SAP Certified Associate – Enterprise Architecture Consultant, SAP LeanIX** (valid thru Nov 2026).
- **SAP Certified Professional – Developer**, SAP Commerce Cloud (valid thru Dec 2025).
- **SAP Certified Associate – Business User**, SAP Commerce Cloud (valid thru Mar 2026).
- **Arcitura SOA Certified Architect & Professional** (issued 2016, ID: 106909).
- **IBM Certified Solution Developer –** WebSphere Message Broker v7.0 (issued Jun 2012, ID: SR8132514).

PUBLICATIONS

- **"Comparing AI Algorithms for Optimizing Elliptic Curve Cryptography Parameters in e-Commerce Integrations: A Pre-Quantum Analysis"**. IJACSA, 15(6), 2024. Retrieved from https://dx.doi.org/10.14569/IJACSA.2024.01506153.
- **"Behavior of Elliptic Curve Cryptosystems for the Wormhole Intrusion in MANET: A Survey and Analysis"**. IJCSNS, 11(9), pp. 1-12. Retrieved from http://paper.ijcsns.org/07_book/html/201109/201109001.html.

PRESENTATIONS

- **SAP CX AI Toolkit (2024–2025)**: Speaker at SAP NOW, Innovation Day & Business AI for Leaders. Presented AI use cases, agent strategies, and real-world implementations across Commerce, Sales & Service.
- **Customer Experience & Trust (2022)**: Led session on data-driven personalization strategies for retail and consumer clients.
- **AI & Cryptography Research (2011)**: Presented ECC-based security models for ad-hoc networks at national engineering congress.

PROFESSIONAL AFFILIATIONS

- **TLÖN Research Group (2007–Present):** Member, Universidad Nacional de Colombia. Focus on cryptography, ad-hoc networks, and smart systems. Contributed with peer-reviewed publications and national congress presentation.
- **ACIS (2023–Present):** Active member of Colombia's national systems engineering association. Involved in AI, cybersecurity, and quantum computing research initiatives.

LANGUAGES

Spanish (native), English (proficient, IELTS B2), Portuguese (intermediate).