

Carlos Benavides Alonso

CIO · IT Director · Digital Transformation

Technology leader with 28 years of experience building and transforming IT organisations in multinational environments. Distinctive profile: humanities background (German Philology) informing a strategic approach to complex systems — technical precision grounded in organisational thinking, cross-cultural communication, and human team management.

CONTACT

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LANGUAGES

Spanish · Native
English · Fluent
German · Fluent

PROFESSIONAL EXPERIENCE

IT Manager (CIO)

RIC Energy · *Renewable Energy* · March 2023 – Present

Built the IT organisation from the ground up in a fast-growing international renewables company — from a minimal Microsoft tenant to a fully structured, security-hardened environment certified to ISO 27001 (in progress). Reporting directly to CEO. Budget: €850K/year.

- ▶ Designed and deployed full Microsoft 365 E5 stack (Intune, Purview, Entra ID, Defender, Exchange) — zero-to-operational in an organisation with no prior IT infrastructure.
- ▶ Led international expansion: IT rollout across Spain (115 employees), USA (60), Italy (15) and Poland (2) — all four markets built under this tenure.
- ▶ Defined IT Strategy, cybersecurity policy, ITSM/ITOM framework, and onboarding processes for new OpCos worldwide.
- ▶ Steering Committee member; direct reporting line to CEO.

Product Owner — Global Modern Workplace

AXA (via Optimissa) · *Insurance / Consulting* · Nov 2022 – Mar 2023

Defined and rolled out a standardised Windows environment across AXA's global OpCo network. Managed cross-functional teams and stakeholder relationships up to Global CIO level.

- ▶ Designed the product architecture for a tailored Windows edition deployed globally.
- ▶ Coordinated onboarding across multiple countries; ensured compliance with AXA's internal governance and legal requirements.

Head of IT — G&A Corporate Applications, EMEAL

NTT Data · *Consulting Services* · Feb 2022 – Nov 2022

Led the non-core corporate applications portfolio for a 20+ country EMEAL region. Team of up to 35. Budget design and controlling. Reporting to Head of IT EMEAL and CIO EMEAL.

- ▶ Managed IT governance, service management, and facilities applications across Europe and Latin America.
- ▶ Business Relationship Management (BRM) with internal stakeholders; international regulatory compliance.

IT Director — Country

OVB Allfinanz España, S.A. · *Insurance & Financial Services* · Jul 2016 – Feb 2022

Full IT ownership for the Spanish subsidiary of a German financial services holding. Reported to CEO Spain and International CIO (Germany). Budget: €650K/year. Team of 5.

- ▶ Conceived, developed and deployed the core insurance sales platform from scratch — from requirements through development, UAT, change management, training and production rollout.

- ▶ Built ancillary business applications in-house: cash management, expense control, form management and debtor collection modules — all designed and managed locally within the holding's governance framework.
- ▶ Ensured compliance with GDPR, AML, IDD and other applicable international regulations.
- ▶ Integrated all local systems with central German infrastructure.

IT Project Leader

Grupo PSN · *Insurance & Financial Services* · **Mar 2015 – Jul 2016**

IT project design and delivery aligned with core business processes. Standardisation of processes and procedures. Team of 5.

Systems Director / Organisation & Process Director

Douglas Spain, S.A. · *Perfume & Cosmetics Retail* · **May 2006 – Apr 2014**

8-year tenure with progressive scope expansion. Budget: €560K/year. Team of up to 8. Operated within the Douglas Holding GmbH (Germany) governance framework.

- ▶ Led the complete system segregation from Cortefiel joint-venture infrastructure to independent Douglas Spain & Portugal operations — a BigBang cutover on 1 October 2006 covering head office and 125 stores simultaneously.
- ▶ Migrated all accounting, store management, and merchandise systems with zero disruption to business continuity.
- ▶ Implemented Spain-exclusive print environment and segmented store network architecture (commercial/POS network and technical network for CCTV, climate, counters, etc.).
- ▶ Promoted to Organisation & Process Director (Oct 2011): added responsibility for process standardisation and cross-functional workflow design.

Earlier Positions

· · **1996 – 2006**

- ▶ Deployment Manager, Gerencia Informática de la Seguridad Social (HP Consulting) — managed rollout of 1,500+ servers across Spain's Social Security network; 25-person team. (2005–2006)
- ▶ System Engineer, Bancotel — IT infrastructure, high availability systems, security architecture. (2004–2005)
- ▶ System Engineer, Grupo Cortefiel (now Tendam) — 8-year tenure managing IT infrastructure, security, and network for HQ and international offices across 9 countries. (1996–2004)

EDUCATION & CERTIFICATIONS

Academic

- ▶ Degree in German Philology — Universidad de Valladolid (1988–1992). Foundation in critical analysis, cross-cultural communication, and complex systems of meaning — directly informing management style and international profile.

Professional & Technical

- ▶ Master — CISO Responsibilities (Nallam)
- ▶ Data Protection Officer (DPO) — 80h certification, Adpatalia Legal
- ▶ ITIL Foundation — IT Service Management
- ▶ Enterprise Leadership — MRC Consulting (2011)
- ▶ Certified Novell Engineer (CNE) — Novell/SuSE (1997)

CORE COMPETENCIES

- ▶ IT Strategy design and execution
- ▶ Cross-cultural team leadership (up to 40)

- ▶ Digital transformation & infrastructure build-outs
- ▶ Cybersecurity governance (ISO 27001, ENS)
- ▶ ITSM / ITOM implementation
- ▶ International expansion & OpCo onboarding

people)

- ▶ Stakeholder management up to C-suite
- ▶ Budget ownership (up to €850K/year)
- ▶ Regulatory compliance (GDPR, AML, IDD)
- ▶ Business process management & optimisation