MAURICIO ABARCA RODRÍGUEZ

Generative AI & AI Agents Expert | Claude Code · Microsoft 365 Copilot · Multi-Agent Orchestration | ITSM Process Owner · Executive Dashboards · ITIL 4

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PROFESSIONAL SUMMARY

Generative AI and AI agents expert and ITSM Process Owner with 10+ years in IT service management for enterprise clients in banking and mining. I use Claude Code as an agentic AI platform: I design multi-agent workflows, coordinate several AI sessions in parallel, and have Claude communicate with the corporate AI (Microsoft 365 Copilot) to query contracts and internal documentation, verify the sources it cites, and turn those business rules into automated management solutions. I combine AI, automation and executive data visualization with ITIL 4 processes, and I validate every result before it reaches leadership (human-in-the-loop). Bilingual English-Spanish.

SKILLS AND CORE COMPETENCIES

Generative AI and AI agents: Claude Code (Anthropic), agentic AI, multi-agent orchestration, subagents and coordinated parallel sessions, skills and persistent memory, Model Context Protocol (MCP), AI adoption in business processes

AI-to-AI communication and integration: Claude Code interacting with Microsoft 365 Copilot from the console, AI-to-AI queries over corporate documentation, source verification, integration with Jira, Outlook, Teams and Azure DevOps

Prompt and context engineering: prompt engineering, instruction and context design, AI output quality control, responsible AI

Intelligent automation: AI-driven process automation, RPA, ETL pipelines, scheduled data loads, automated PowerPoint and Excel reporting

Executive visualization and BI: interactive executive dashboards, Power BI, business intelligence, KPI and SLA design, data visualization for steering committees

IT service management: Process Owner, ITIL 4, COBIT 5, service delivery, incident, problem and change management, service levels (SLA/OLA), continual improvement, Defect Prevention Program (DPP)

Leadership and management: Scrum Master, project management, stakeholder management, leading multicultural teams, executive communication

Supporting technologies: Python, JavaScript, TypeScript, React, Node.js, Playwright, ServiceNow, Jira Service Management, BMC Remedy, IBM Maximo

PROFESSIONAL EXPERIENCE

Process Owner - BCP Account (Banco de Crédito del Perú)

Kyndryl

Santiago, Chile | 2026 - Present

- **AI-driven ITSM process governance:** own the incident, change, work order and backlog processes and the contract SLAs, built and run with AI agents I created, reporting to executive steering committees.
- **Generative AI applied to service management:** with Claude Code, turned service management into an intelligent system that captures the data, calculates the SLAs and generates executive reporting automatically (9 management areas; 70,000+ lines of AI-generated, validated code).
- **AI-to-AI communication:** Claude Code queries Microsoft 365 Copilot about the client's contracts and procedures, cross-checks the sources it cites and applies only validated rules; this corrected SLA targets and calculation criteria to match the contract text.

- **Multi-agent orchestration:** several AI sessions running in parallel, coordinated by a master session that audits every deliverable, with persistent memory.
- **Intelligent automation and visualization:** AI agents that extract data from Jira, SharePoint, Outlook, Teams and Azure DevOps and publish 15+ executive dashboards.

Senior ITSM Service Delivery Analyst

Kyndryl

Santiago, Chile | 2023 - 2026

- **Operations intelligence:** executive management system in Power BI that unified multiple ticketing platforms.
- **Service delivery:** ITIL 4 service metrics and liaison between technical teams and clients such as Codelco, Grupo Security and CMPC.

Incident & Problem Process Owner

Kyndryl

Santiago, Chile | 2021 - 2023

- **Incident, problem and change management:** led these processes under ITIL 4 and SLAs.
- **Continual improvement:** strategic KPIs and a Defect Prevention Program (DPP) to reduce ticket volume, with automated Power BI dashboards.

IT Project Coordinator

SILL

Santiago, Chile | 2018 - 2020

- **Large-scale project management:** Arauco technology refresh: 4,000+ workstations deployed nationwide, managing teams and logistics.

Senior Service Dispatcher & Help Desk Agent

IBM

Santiago, Chile | 2012 - 2015

- **Leadership and SLA compliance:** coordinated a team of 25 agents for mining operations under ITIL, working daily in English with teams in India, Australia and London.
- **Process improvement:** built management tools in IBM Maximo that streamlined the team's workflows.

IT Support Specialist

Unisys

Santiago, Chile | 2011 - 2012

- **Critical infrastructure support:** tickets and incidents for banking infrastructure.

EDUCATION

Computer Engineering (in progress, first year) IPLACEX Professional Institute | *2025 - Present*

English-Spanish Translation Technician Instituto Profesional Chileno Británico de Cultura | *2005 - 2007*

Advanced English Studies Victoria English College | *London, UK* | *2001 - 2003*

CERTIFICATIONS

- **ITIL 4 Foundation Certificate in IT Service Management** | PeopleCert | 2024
- **COBIT 5 Fundamentals** | Udemy | 2025
- **Scrum Master Certified (SMC) and Scrum Fundamentals (SFC)** | SCRUMstudy | 2023
- **Data Analytics Course** | CoderHouse | 2023
- **Advanced Power BI Dashboards and Dashboards & Data Analysis** | GTalent | 2023

LANGUAGES

English: Professional working proficiency (2 years of study in London)
Spanish: Native