MIKE MORA

Senior Technology Manager | AI Transformation | Cloud Modernization

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Summary

Senior Technology professional with over 20 years of experience in AI transformation and cloud modernization, expert in AWS and enterprise solution architecture. My key achievements include leading AI transformation projects that enhanced productivity by 25% and executing AI-driven claim analysis resulting in $1.5M in annual savings. Seeking a Senior Manager Technology position, where I bring my AI transformation and cloud modernization skills to support your mission of enhancing effectiveness through creativity and innovation.

Key Achievements

Cloud Modernization

Led strategic modernization of legacy on-prem applications to AWS, applying workload-specific migration, refactoring, and cloud-native architectural patterns to reduce technical debt, improve scalability, and achieve 20% lower legacy operating expenses.

Cost Optimization

Executed an AWS AI-driven claim information analysis across a 1.3M-claim annual warranty operation, improving detection of erroneous payments resulting in $1.5M annual savings.

AI Transformation

Directed an AI-powered engineering transformation across the North America Quality platforms, leveraging legacy application source code, Confluence, Jira, and database metadata to accelerate requirements discovery and enable low-code UI development, achieving a 25% productivity improvement.

Experience

Toyota North America — Plano, TX

Senior Technology Manager — 12/2022 - Present

- Lead production deployment of GenAI capabilities on Amazon Bedrock using Anthropic Claude, AWS Lambda integrations, system prompting, and AI guardrails, delivering warranty packet summarization across 2,500 U.S. dealers supporting 80K users.
- Modernized business-critical Warranty platform through AWS cloud technologies and Enterprise AI, supporting 1.3M annual claims and ~$3B in payments across 80M accounting transactions.
- Directed SRE (Site Reliability Engineering) implementation for Warranty, Supplier, and Product Quality. Achieved 99%+ SLO via Datadog/AWS CloudWatch, proactive monitoring, and disciplined incident/RCA management.

Toyota North America — Plano, TX

Technology Manager — 11/2021 - 11/2022

- Directed the development of enterprise data semantic layer using AWS GraphQL APIs, Amazon Aurora, Redshift, and DynamoDB. Standardized access to warranty claims, recalls, service parts, and vehicle info for internal systems and third-party partners.
- Guided Scrum teams for development and support of key applications for Toyota/Lexus across North America. Enabled vehicle service operations with access to warranty, recalls, and service history using Java/Oracle on-premises and AWS cloud-native platforms.
- Partnered with stakeholders, tech teams, and vendors for scalable tech solutions in North American Quality. Improved processes, efficiency, and harmonized with strategic goals.
- Led fiscal-year investment with divisional priorities by leading budget development, forecasting, and strategic program spending decisions.

Toyota North America — Plano, TX

IT Product Owner — 05/2017 - 10/2021

- Accelerated Cloud adoption by 50% by leading the transition of 8 legacy web applications to AWS platforms and established an operating support model to enhance continuity.
- Achieved 20% efficiency boost through delivery optimization and separately boosted team performance scores by 15% using Toyota Way methodology.
- Refined budget forecast accuracy ensuring 1% variance between forecast and actuals, and reduced planning cycle time by 20% through refined governance processes and strategic planning.

Experience

Huntsman Corporation — Houston, TX

Global IT PMO Lead — 09/2016 - 04/2017

- Strengthened project governance by establishing Global IT PMO standards across financial management, demand, scope, and risk controls.
- Managed a $24M technology project portfolio using structured program governance, strategic planning, financial controls, and Agile/Hybrid delivery practices.
- Created a clear executive escalation path by communicating portfolio progress and reporting delivery risks and status to senior leadership.
- Amplified budget visibility and control by managing project capital and operating expenses and assessing the impact of change requests.
- Heightened cross-functional alignment by collaborating projects, stakeholders, and the PMO around end-to-end solution decisions.

Huntsman Corporation — Houston, TX

Enterprise Business Systems Manager — 09/2014 - 09/2016

- Heightened portfolio control across Huntsman IT by directing CapEx and OpEx governance, resource planning, schedules, stakeholder alignment, and risk management.
- Increased delivery consistency by collaborating with global vendors and internal teams against PMO standards, frameworks, and KPIs.
- Ensured forecast accuracy and maintained project financials using SAP, Informatica, and Oracle.
- Guided expansion of customer-facing platform capabilities by leading SAP Cloud for Customer deployments across multiple business divisions and global regions.
- Modernized core infrastructure through the Huntsman Global Infrastructure Renewal program spanning network, server, and desktop environments across EMEA, APAC, and the Americas.
- Focused on enhancing operational efficiencies and aligning processes with strategic business objectives.

Softtek — Houston, TX

IT Manager — 04/2006 - 08/2014

- Supervised a multicultural portfolio of financial services IT projects, improving coordination and delivery across geographically dispersed teams.
- Improved global delivery coordination by communicating between Operations, customers, and delivery centers across Latin America, Europe, and Asia.
- Generated new business opportunities by collaborating on process improvement initiatives across client accounts.
- Reduced client costs through negotiation in application rationalization, decision-making on vendor consolidation, SLA negotiation, and virtualization.
- Opened growth opportunities in financial services by developing service offerings for niche markets such as money transfer companies.
- Formulated and executed strategies that positioned the company to create and pursue new business opportunities.
- Accomplished this by identifying decision-makers at strategic levels within each account and understanding their primary business needs, leading to the development of tailored solutions and services.

General Electric — Cincinnati, OH

IT Project Manager — 07/2001 - 03/2006

- Improved delivery accuracy by translating line-of-business requirements into actionable specifications for IT analysts and programmers.
- Implemented structure to application enhancements and new development by establishing and managing a formal change request process.
- Kept business and IT leaders aligned by maintaining clear communication on requirement status throughout delivery.
- Protected customer satisfaction by monitoring service-level agreements and addressing delivery issues proactively.
- Focused on understanding and meeting customer expectations through effective service delivery and prompt issue resolution.
- Enhanced application reliability by resolving technical issues in coding, debugging, deployment, and automation.
- Strengthened service performance through data analysis and reporting that supported and influenced issue resolution and operational visibility.

Certifications

AWS Certified Generative AI Developer Professional — Amazon Web Services (AWS)

AWS Certified Data Engineer Associate — Amazon Web Services (AWS)

AWS Certified Database - Specialty — Amazon Web Services (AWS)

AWS Certified AI Business Strategist — Amazon Web Services (AWS)

AWS Certified Solutions Architect – Professional — Amazon Web Services (AWS)

Certifications

NVIDIA Certified Professional Agentic AI — NVIDIA

NVIDIA Certified Professional GenAI LLMs — NVIDIA

Certified ScrumMaster® — Scrum Alliance

Certified Scrum Product Owner — Scrum Alliance

PMP — Project Management Institute

Education

Texas A&M University
08/2023 - 08/2025

Master Of Science - Management information Systems

ITESM Campus Monterrey
08/2008 - 08/2010

Master of Science - Quality Systems

Skills

AI & Data Platforms: Amazon Bedrock · Amazon SageMaker · Databricks · AgentCore

Amazon Web Services: Neptune · Aurora · DynamoDB · EC2 · API Gateway · Lambda

Programming Languages: Java · Python · Angular · HTML · SQL · JavaScript

Architectural Designs: Microservices · Serverless · Event Driven · Monolithic