Mario Faúndez

AI Platform & GenOps Lead

+56 984-255-714
mariofaundezvidal@gmail.com
Santiago, Chile

EDUCATION

Master's Degree in Artificial Intelligence

Pontificia Universidad Católica de Chile

2021 - 2022 Santiago, Chile

Diploma, Management and Evaluation of Computing Projects and Projects Management

Universidad de Chile

06/2013 - 12/2013 Santiago, Chile

Civil Computer Engineering

Universidad Tecnológica Metropolitana

2005 - 2010 Santiago, Chile

Titled with distinction

EXPERIENCE

AI Platform Lead (GenOps Lead)

Falabella Group

Mar 2026 - Present | Santiago, Chile · Hybrid

I lead Kairos, Falabella Group's AI Developer Platform (agentic platform): multi-tenant, where teams create, deploy, and operate generative AI applications and agents in self-service, with governed access to models, fine-grained permissions, usage traceability, and cost control.

- I enable AI capabilities for teams across the company, coordinating a multidisciplinary team (AI platform engineers, agent architects, DevSecOps) and internal and external resources.
- I advise AI initiatives from different areas together with GenAI architects: we define shared technical standards and adjust the platform roadmap so they are applied through it.
- I drive the standardization of agents and integrations via MCP on the platform, defining a governed path for their adoption across retail and financial use cases.
- I promote the development of AI capabilities across the organization through the Kairos InnerSource initiative, fostering a data-driven culture and pushing the company to become AI-driven.

AI Platform Lead (GenOps Lead)

Falabella Financiero

May 2024 - Feb 2026 · 1 yr 10 mos | Santiago, Chile · Hybrid

Leader of the GenOps Initiative: designed the foundational architecture of a unified AI platform for Falabella Financiero - simplifying access to diverse models and strengthening the security, privacy, and cost management of data and AI consumption.

- Speaker at Google Cloud Summit Chile 2025 ("Reimagining customer experience with conversational AI: the Banco Falabella case"): conversational solutions on Kairos, securely scaled on the bank's WhatsApp channel for critical service flows.

PROFILE

Professional with **15+ years** leading technology platforms and high-performing teams. Today I am in charge of Kairos, Falabella Group's **AI Developer Platform**, through which teams adopt **artificial intelligence** in a self-service, secure, and **governed** way, automating processes with generative AI and agents. I combine a Master's in Artificial Intelligence with a solid background in DevOps and **Platform Engineering** to turn business needs into scalable, measurable solutions.

My focus is on **value capture**: operational efficiency, cost control, clear operating models, and the development of organizational capabilities. I foster cross-team collaboration, continuous improvement, and data-driven decisions.

FIND ME ONLINE

linkedin.com/in/mariofaundez

github.com/ordenador

SKILLS

Change Maker

AI Strategy · Data & AI Governance · Process Automation · Operational Excellence · Vendor Management · Team Leadership · InnerSource · Agile / DevOps

IT

Generative AI · LLMs · RAG · AI Agents · MCP · Data & AI Platforms · CI/CD · Infrastructure as Code · Kubernetes · GCP · AWS · Azure · Python · Terraform · FinOps / cost control

LANGUAGES

English: Advanced
Spanish: Native

DevOps Lead - R&D, Developer Experience Team

Falabella Financiero

11/2023 - 04/2025 · 1 yr 6 mos | Santiago, Chile

Led the Developer Experience teams and platform architecture standards, focused on operational efficiency.

- Redesigned and automated deployment processes, removing manual tasks and inefficiencies and capturing yearly efficiencies.
- Generative AI product that mines knowledge from past incidents, reducing resolution times and strengthening the knowledge base.
- Evolved and managed the internal tooling portfolio, optimizing resource and budget consumption.

DevOps Lead - R&D Team in Architecture

Falabella Financiero

11/2020 - 10/2023 · 3 yrs | Santiago, Chile

Led the team promoting DevOps adoption and continuous process improvement for the benefit of the organization.

- Cross-area synergies facilitating collaboration with 5 platform teams, standardizing processes and eliminating duplicated efforts.
- Implemented and standardized Backstage (internal developer portal), enabling self-service and improving access to information.
- Defined Kubernetes usage across all Falabella Financiero platform teams, in coordination with technology vendors.

DevOps Lead - New Technologies Team

Falabella Financiero

07/2019 - 10/2020 · 1 yr 4 mos | Santiago, Chile

Leading team that improves and proposes new technologies so the components implementing DevOps accomplished the latest industry standards.

- Implemented advanced monitoring and alerts using Prometheus, enhancing system reliability.
- Encourage the use of Kubernetes.

DevOps Engineer

Falabella Financiero

10/2017 - 06/2019 · 1 yr 9 mos | Santiago, Chile

Advanced infrastructure automation using Terraform (8x speed increase).

- Secure and automated secrets management implementation.

DevOps Consultant

Finalis

06/2020 - 07/2022 · 2 yrs 2 mos | Santiago, Chile

Organized teams, enhanced process visibility, and provided technical guidance for best practices in DevOps Team.

Sysadmin Engineer

LATAM Airlines Group

06/2016 - 10/2017 · 1 yr 5 mos | Santiago, Chile

Support to developer teams in: infrastructure, CI/CD, all transversal tools.

- Manage Servers, delivery multiples environments to developers.
- Automation of manual procedures, for example: database maintaining, CMS maintaining.
- Administration of database MySQL in HA.

CERTIFICATION

Coursera

- Elastic Cloud Infrastructure: Scaling and Automation
- App Deployment, Debugging, and Performance
- Architecting with Google Kubernetes Engine
- Essential Cloud Infrastructure: Core Services
- Getting Started with Google Kubernetes Engine
- Google Cloud Platform Fundamentals: Core Infrastructure

Qwiklabs

- Kubernetes Solutions
- Managing Cloud Infrastructure with Terraform
- Networking in the Google Cloud
- BigQuery for Machine Learning
- Data Engineering

INTERESTS

Learning · Technology · Music - Bass guitar · Games · Artificial Intelligence