

Marcos Rogerio Falbo de Andrade

Chief Information Officer | Head of IT | Payments
Technology Director

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Visionary technology executive with 29+ years of global experience leading large-scale digital transformation, IT strategy, and payment systems operations across banking and acquiring companies. Proven track record of driving operational excellence, enhancing security and resilience, and enabling business growth through innovation and disciplined technology governance. Expert in business continuity, cybersecurity, infrastructure modernization, and high-volume payment platforms, with deep experience managing complex, mission-critical systems processing trillions in transactions daily. Adept at bridging business and IT to deliver sustainable value, risk reduction, and competitive advantage.

Education

Business Continuity and Cybersecurity
MIT, USA

Master of Business Administration
ENyD Business School formerly
EESAE, Spain

Degree in Computer Engineering
UNICAMP, Brazil

Professional Training

ITIL Certified
AWS Certified

Languages

Portuguese, Native Speaker
English, Fluent
Spanish, Fluent

Technical Proficiencies

Platform: Stratus OpenVOS, IBM AIX, HP UX, Unix, Ubuntu Linux, MacOS, Windows, VMware, VirtualBox, Parallels and AWS.

Tools: Geneos, Splunk, Dynatrace, Jira, Service now, Thousand eyes, Latex, Apple Page/Keynote and Microsoft Office/Project.

Coding: OpenVOS macro script, linux unix bash shell script, C, C++, Pascal, Fortran, Cobol, SQL, Java, JavaScript, HTML, cgi, Perl and awk.

Career Experience

JPMorgan Chase & Co, Ireland 2021 (current)
VP CIB Merchant Services Payments

Lead EMEA production support and technology operations for merchant services processing \$2 trillion+ daily. Define and execute technology strategy aligned with business and compliance objectives, ensuring resilience, scalability, and operational excellence. Spearhead observability, automation, and incident management frameworks reducing downtime and accelerating issue resolution.

Stratus Technologies, Spain 2007 – 2021

Senior Technical Account Manager

Directed strategic accounts including RedSys, Repsol, and IAG Group (Iberia Airlines). Managed platforms processing 20+ billion transactions annually (€505B value). Generated €2.5M annual revenue, transforming professional services into a profitable business unit. Delivered modernization and resilience initiatives and collaborated with C-level leaders to enhance agility and reliability.

Cielo – formerly VisaNet, Brazil (1998 - 2006)
Consultant

Oversaw Stratus and IBM server infrastructure managing \$70B annual volume. Designed and implemented disaster recovery frameworks ensuring uninterrupted operations and supported technology integration for new payment solutions.

Tecban, Brazil (1996 - 1998)

Analyst

Engineered and maintained authorization and transaction systems for Brazil's national ATM and payment network, supporting 1.3B+ annual transactions (\$50B value) across Stratus platforms.

