Héctor Suárez



Engineering leader turning data, machine learning and generative AI into products customers use, and running them reliably in production for 20+ years.

Senior Engineering Manager at Factorial. Based in Gijón, Spain, working remotely.

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Profile

20+ years turning technology into customer value: first software, then data and machine learning, and now generative AI built into the product people use every day. At Factorial, my teams ship AI assistants, automations and agents that work with each customer's data while respecting their access and action permissions. At Nextail I owned engineering for the machine learning forecast that drove customers' stock allocation optimisation on nearly every continent, and replaced it with zero service interruption. Before that, I led 80 people across 20+ teams building products, data solutions and R&D for healthcare, pharma, banking and higher education. I work as a trio with product and design, and I get my teams building with AI agents. What I value most: highly motivated teams that turn good engineering practices into results. I've promoted people from my teams, kept retention high, and several have followed me to new companies.

Highlights

> AI in Factorial's product: assistants, automations and agents that act on each customer's data while respecting their permissions.

> Nextail's machine learning forecast, the basis of customers' stock allocation optimisation: replaced with zero interruption and validated in shadow mode against production data before reaching them.

> Led 80 people, through their managers, across 20+ teams building products, data solutions and R&D at Treelogic.

Experience

Senior Engineering Manager

Jan 2025 – present

Factorial, remote

- Directly manage product engineering teams on an HR and people-management platform with AI at its core, working as a trio with product and design.
- Bringing AI into everyday product use: an HR assistant, automations and agents that carry out tasks, with data access scoped to each user's access and action permissions.
- Made building with AI agents the standard way my teams build and ship software.

Data Engineering Manager

Jun 2024 – Jan 2025

DXC Technology, remote

- Led an early generative AI platform used by several clients, with RAG and document processing on a vector database.

Engineering Manager, MLOps
Nov 2021 – Jun 2024

Nextail, Madrid, remote

- Owned engineering for the machine learning forecast that the rest of the customer workflow depended on, starting with stock allocation optimisation: business-critical, high-performance, serving customers on nearly every continent.
- Replaced it with zero service interruption: ran the new model in shadow mode against real production data before it reached customers, integrated it with the legacy platform, and owned end-to-end observability, alerting and incident management.
- Doubled the data engineering team and owned data and model operations on Snowflake, Dagster, dbt, Databricks and Domo.

Chief Production Officer (CPO)
Dec 2018 – Nov 2021

Head of Delivery
Jan 2015 – Dec 2018

Treelogic, Asturias, Spain

- Ran software delivery: 80 people, through their managers, across 20+ concurrent teams building in-house products, data and machine learning solutions, custom projects and funded R&D for healthcare, pharma, banking and higher education.
- Introduced a measurable, end-to-end agile process, from inception to production control and product release to sales.
- Automated delivery with DevOps, MLOps and continuous improvement.

Software Factory Manager
Aug 2007 – Jan 2015

IECISA, Asturias, Spain

- Ran a software factory of 5–7 Scrum teams (4–7 people each), owning backlog and release planning with Product Owners.
- Took the factory to CMMI-DEV level 3 in 2009 and level 5, the highest, in 2012; later to CMMI-SVC level 2.

Technical Lead
Jan 2005 – Aug 2007

Seresco, Asturias, Spain

- Set up development, integration and test environments and the first CI/CD pipelines, running Scrum across 4 teams.

Skills

Engineering leadership	Engineering team leadership, Team growth, People development and promotion, Product, design and engineering trio, Delivery management, Agile and Scrum
Generative AI	LLMs (OpenAI and Anthropic APIs), RAG and vector databases, AI agents, Evals and guardrails, Permission-aware AI, Building with AI agents
MLOps and data	Production ML, Python, Snowflake, Dagster, dbt, Databricks, Domo, High-volume data
Platform and reliability	Cloud, Kubernetes, CI/CD, Observability, Monitoring and alerting, Incident management, Legacy migration
Languages	Spanish (native), English (C1)

Education

Engineering Degree in Computer Systems (3-year)
University of Oviedo, 1997–2001