

# David Adrián Ochoa

## Mechatronics Engineer

I specialize in the telecommunications industry, with a strong focus on delivering exceptional customer service. My expertise in GSM, WCDMA, LTE, and 5G enables me to provide effective solutions tailored to customer needs. I excel in adapting to new environments and collaborating with diverse teams to enhance the customer experience. Having worked with various vendors across regions such as the US, Brazil, Spain, Mexico, and several African countries, I understand the importance of clear communication and customer satisfaction. I am passionate about problem-solving and continuously improving my skills through professional development courses, ensuring that I can provide top-tier technical support and customer-focused solutions.

## Personal Info

Phone +52 22 99 06 80 05  
E-mail [adrian8ag@gmail.com](mailto:adrian8ag@gmail.com)  
LinkedIn <https://www.linkedin.com/in/davidadrian8a>  
Portfolio <https://davidadrian8a.is-a.dev/>  
GitHub <https://github.com/DavidAdrian8ag>

## Languages

- English: TOEIC (920).
- English: TOEFL PBT (583).
- Basic Portuguese.

## Education /Certifications

- **Unidad Profesional Interdisciplinaria en Ingeniería y Tecnologías Avanzadas (IPN)**  
Bachelor of Engineering (BE) on Robotics & Mechatronics.
- Yellow Belt Lean Six Sigma.
- Internal Ericsson JS5 certification.
- Microsoft Certified: Azure AI Engineer Associate.
- OSHA 30

## Tools

- Moshell (Secure)
- WINFIOL
- OSS
- Nokia OSS (Basic)
- Siemens OSS (Basic)
- ITK
- ACTIX
- ANOVA
- ATOLL
- MapInfo
- SMART TOOL (Telcel)

- Remedy (Telcel)

## Experience

**2024-06 to Present**

### Remote Construction Manager Ericsson

I oversee all construction projects to ensure they not only meet AT&T's technical and quality standards but also exceed customer expectations. I prioritize clear communication and efficiency in every stage of the process, ensuring seamless execution and customer satisfaction. My responsibilities include scheduling crews, monitoring progress, and conducting quality audits to guarantee top-tier service. Additionally, I review and verify documentation—such as project milestones, forecasts, and site expenses—while providing constructive feedback to enhance performance. In my daily work, I collaborate with a wide range of stakeholders, from field crews to project managers and directors, ensuring alignment, swift issue resolution, and a customer-centric approach in every project.

- I developed a tool to automate the renaming of photos required for project checks, a task that was previously done manually. This innovation streamlined the process across all project sites nationwide, reducing the time required by approximately 95% and completely eliminating the risk of errors in file naming.

**2022-01 to 2023-01**

### XTAC Technical Support Engineer Nexius

As the Point of Contact (POC) for the Mexican team, I played a key role in customer engagement and team coordination, ensuring clear communication of new information, procedures, and updates. My ability to translate technical challenges into actionable solutions strengthened customer trust and enhanced operational efficiency.

As an XTAC Support Engineer, I specialized in ensuring seamless network operations while delivering exceptional customer support. My primary responsibilities included troubleshooting and resolving network alarms, whether for new site deployments or existing upgrades, always prioritizing service quality and customer satisfaction. Network upgrades often involved adding antennas to enhance capacity, requiring precise scripting to optimize radio and antenna configurations. I ensured that every site met AT&T's high standards before passing audits, minimizing downtime and improving overall performance.

- I developed a macro that streamlined the scripting process, reducing execution time by approximately 40% and minimizing human errors. This innovation significantly enhanced the productivity of the Mexican team.

**2019-07 to 2021-12**

### SIM Manager Voxzi

As a Data Analyst for an SMS platform, I played a key role in

ensuring the successful delivery and quality of SMS messages, always prioritizing customer satisfaction. Maintaining clear and proactive communication with internal customers was essential to confirm that messages were delivered correctly and to address any issues promptly.

When delivery challenges arose, I conducted in-depth root cause analysis, identified patterns, and implemented effective solutions to optimize performance. My problem-solving approach not only improved service reliability but also strengthened customer confidence in our platform.

With a strong focus on customer engagement, service quality, and operational efficiency, I thrive in fast-paced environments where data-driven insights and strategic problem-solving drive business success.

- To enhance efficiency, I developed a program that performed data sweeps, making inconsistencies more visible and facilitating the identification of root causes. This innovation improved issue resolution times by approximately 13% to 37%, significantly enhancing overall system reliability and performance.

**2016-08 to 2019-06**

### **Senior design and Programmer Engineer** *Telemagiaplus*

I worked closely with customers to refine their initial ideas, transforming broad concepts into clear, actionable plans. Many critical details were often overlooked, and my role was to identify these gaps and provide a well-structured, detailed version for the programming team. This proactive approach not only ensured accurate implementation but also reduced development time and minimized costly revisions—allowing customers to bring their solutions to market faster.

On the sales and marketing side, I played a key role in highlighting the unique value of our customers' products and services. By effectively communicating their key strengths, I helped position their offerings in a way that maximized appeal and market impact. My ability to bridge technical expertise with a sales-driven mindset ensured that customers received solutions tailored to their needs, strengthening relationships and driving business growth.

**2011-10 to 2016-08**

### **Integration, Optimization Engineer** *Ericsson*

#### **Team Leader: Special Events Team (Mexico)**

I led the Special Events Team, a dedicated group responsible for ensuring exceptional network performance at high-profile events. From concerts and marathons to major sports competitions, these events attracted massive crowds—often around 40,000 attendees—demanding seamless connectivity and top-tier service.

My role involved not only overseeing technical execution but also engaging directly with clients, event organizers,

and stakeholders to understand their specific needs and deliver tailored network solutions. By providing reliable, high-quality service, we enhanced customer satisfaction, strengthened brand trust, and created opportunities to showcase our capabilities—ultimately driving business growth and reinforcing long-term partnerships.

- To ensure optimal performance during these high-traffic periods, we designed and implemented customized network configurations tailored to handle the extra load efficiently.

#### **2G and LTE Refarming Project (Brazil)**

I led and contributed to various projects aimed at optimizing network performance and improving customer experience. In Brazil, I helped repurpose 2G and LTE spectra to ensure better coverage for rural and urban areas, directly improving service quality for users.

#### **Modernization Projects (Spain)**

In Spain, I managed modernization initiatives, replacing outdated equipment to increase network capacity and efficiency, resulting in better connectivity for customers. I also introduced standard processes to streamline delivery times and reduce errors, ensuring faster and more reliable service.

- I introduced WOW (Ways of Working) to streamline delivery times and minimize human errors. This involved standardizing procedures, implementing robust documentation practices, and ensuring new personnel could quickly adapt to the project's methodologies.

#### **Network Optimization Project (NY USA)**

In Upstate NY, I led network optimization efforts to ensure strong coverage and high-quality KPIs ahead of a commercial launch, swiftly addressing issues that could impact customer satisfaction. Additionally, I oversaw a nationwide 3G rehome project, ensuring minimal disruption for users during the migration process.

#### **3G Rehome Project (USA)**

I managed a nationwide 3G rehome project, which involved logically migrating sites from a source RNC to a target RNC. This was done for reasons such as RNC upgrades, decommissioning, or network balancing. The project spanned all markets, including the eastern, central, and western regions.

#### **Upgrades and Configurations for T-Mobile (USA)**

I worked on various T-Mobile network upgrade projects, enhancing nodeB capacity and performance by adding radios or antennas (e.g., DUW or RUS). My responsibilities included:

**2009-06 to 2010-06**

### **Electronic Equipment Designer** *Colegio de Postgraduados*

I was hired to design and create custom equipment to support the center's environmental research efforts, addressing budget constraints. The goal was to develop tailored devices capable of collecting the specific data required for their studies, ensuring the researchers had the tools they needed without exceeding financial limitations.