

MAURICIO FALCK

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I am an Executive in the technology industry with a successful track record of achievements. I have worked at companies such as Amdocs, MetaSolv, HP, and IBM, gaining over 20 years of experience in service and software providers for the Telecommunications market. During this time, I have held various sales and presales roles, managed account strategies, developed and implemented highly complex solutions, and led successful digital transformation programs.

I have strong management skills, with a focus on leading high-performance teams in multicultural environments. I am analytical, practical, and hands-on, with a results-oriented and entrepreneurial mindset. I am committed to innovation and high productivity, while maintaining a high level of professional integrity.

EXPERIENCE

JULY 2021 – MARCH 2022

CUSTOMER BUSINESS EXECUTIVE, AMDOCS

- Responsible for leading all of Amdocs' customer-facing operations within Telefonica Peru affiliate.
- Accountable for the business relations, sales, revenues, and EBIT generated from all assigned accounts, while managing the P&L
- Tasked with developing and executing the Annual Operations Plans for the product, sales, and services teams, and implementing the business strategy to continue facilitating growth.
- Formulated the macro and micro vision along with the strategic direction and management of the daily operational teams on the different programs within the customer.
- Managed Amdocs' relationship with the customer CxO and technical teams

JUNE 2018 – JUNE 2021

CUSTOMER ENGAGEMENT MANAGER, AMDOCS

- Oversaw the transformation program for Telefonica Chile as the Customer Engagement Manager
- Created opportunities to upsell new products/services of Amdocs to the customer, from lead generation to proposal delivery and contract negotiation.
- Executed the sales strategy defined for the account.
- Managed all RFP processes in Telefonica Chile
- Managed the complete Change Request process with the customer.
- Supported the strategy definition of the account.
- Responsible for the collection process with the customer

OCTOBER 2014 – MAY 2018

REGIONAL SOLUTION ARCHITECT, AMDOCS

- Took over the role of Regional Solution Architect after closing the transformation deal with Telefónica Chile and Peru
- Oversaw the scoping process on both countries to ensure that the scope of the program was aligned with what was sold.
- Managed the ESB Program in Telefonica Chile and Peru
- Defined the architecture and implemented the digital transformation projects of the BSS and OSS stacks in Telefonica Chile, Telefonica Peru, and Telefonica Argentina
- Developed new business opportunities in Telefonica Chile
- Defined and managed the CR (Change Request) process in Telefonica Chile and Telefonica Peru

JANUARY 2011 – SEPTEMBER 2014

CONSULTING MANAGER, AMDOCS

- Assigned for the business development of the Telefonica account.
- Participated in the first sale of Amdocs for a Telefonica affiliate in South America
- Served as a business consultant for projects in the region, working on projects for America Moviles, TIM Brasil, CNT Ecuador, and Telefonica Argentina
- Participated as the technical lead in the sales process for the transformation projects deal in Telefonica Chile and Telefonica Peru
- Served as the technical lead responsible during the M&A activities related to the acquisition of TMAS (Telefonica Technology company)

DECEMBER 2009 – DECEMBER 2010

REGIONAL ALLIANCES AND SALES DIRECTOR, AMDOCS

- Responsible for managing the alliances of Amdocs in the Latin America region, including the definition of the strategy for the MVNO/MVNE market
- Successfully developed 4 new alliances in the region, resulting in increased market share and revenue growth for Amdocs
- Defined and implemented the Sell-Thru sales model for strategic partners, which significantly increased the efficiency of the sales process and improved partner engagement
- Proactively identified and pursued new business opportunities with partners, resulting in increased sales pipeline and revenue for Amdocs in the region.

2005 – 2009

REGIONAL PRESALES MANAGER, AMDOCS

2005 – 2005

TECHNICAL SALES MANAGER, OPENET

2003 – 2005

TECHNICAL SALES MANAGER, METASOLV

2002 – 2003

SOLUTION ARCHITECT, HEWLETT PACKARD

1999 – 2001

SOLUTION ARCHITECT, EHPT TELECOM

1998 –

SUPPORT ENGINEER, BCP TELECOMUNICACÕES

1994 – 1995

SUPPORT ANALYST, IBM

EDUCATION

JANUARY 1990 - JUNE 1997

ELECTRIC ENGINEERING, UNIVERSIDADE MACKENZIE

MARCH 2020 -

BCS COMPUTER SCIENCE, GOLDSMITHS UNIVERSITY OF LONDON

SKILLS

- Program Management
- Digital Transformation
- Software Project Management
- Account Management
- IT Management
- IT Strategy
- Budget Management
- Telecom BSS and OSS Systems
- Cloud Computing
- Consulting Services
- Operation Services
- Team Management
- Communication/Presentation skills

LANGUAGES

- Portuguese – Native Speaker
- Spanish – Native Speaker
- English – Fluent Speaker