



Alejandro Gavilanes

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PROFESSIONAL SUMMARY

Cutting edge IT executive with an entrepreneurial spirit, strong business acumen and record of success in delivering solutions to operations, cost management, and risk reduction issues.

Passionate about innovation, dedicated to continuous learning, Inquisitive and creative, following and applying new technology to gain business benefit.

SKILLS

- Change management
- Agile/Scrum methodologies
- Risk management
- AWS Practitioner certified
- Business process improvement
- Data analysis
- Migration plan development
- Software as a Service (SaaS)
- Project Delivery
- Collaboration tools
- Strategic planning
- Optimisation Systems
- Product Innovation
- Supplier Management
- IT Strategy

WORK HISTORY

SYSTEMS AND ANALYSIS MANAGER

07/2014 to Current

TUI Group | Luton, Bedfordshire

- Leading multi-disciplined application support and development teams in the Operational and Rostering Optimisation Airline Systems domain in line with EU-OPS, CAA legislation, and Company Agreements.
- Developed team's competencies using continuous learning the culture. Mentor individuals to advance their skills and enable their career goal
- Identify initiatives through system utilisation and process improvement that drive cost-saving initiatives, productivity and operational efficiency.
- Manages the contractual and business relationship with internal and external suppliers in line with SLA's
- Produce regular statistical and qualitative performance reports for Departmental and Key Stakeholder
- Manage full product life cycle in an Agile/waterfall environment with multi-source market internal and external teams
- Deliver the strategic product roadmap for Core Airline Systems and manage pipeline for demand in line with data, integration, security, service introduction and solution requirements
- Senior escalation point for TUI Northern Region Airlines
- Consultant point for Senior Management of technical decisions and strategic direction
- Lead all areas of IT to coordinate Deliveries, Incidents, Improvements, and changes for TUI Northern Region Airlines
- Design and implement process enhancement solutions using the cloud (AWS, Azure, GCP) and existing stacks of technology Translated business goals, feature concepts and customer needs into prioritised product requirements and use cases.

SERVICE SUPPORT MANAGER

02/2009 to 06/2014

TUI Group | Luton, Bedfordshire

- Incident Management, Change Management in the Hotel Contracting Domain
- Process improvement design and documentation

- Agile Product Management of Hotel purchasing systems
- Migration system planning and execution
- UAT testing and regression testing
- R & D
- SLA and budget management
- Database management and design.
- Delivered on-site IT and AV technical support Tested and implemented new technology-based global projects such as Digital Contracting.
- Translated technical specifications into detailed product requirements.



HELPDESK MANAGER

06/2005 to 01/2009

Octopustravel.com | London

- Incident Management of global follow the sun helpdesk
- Full system life cycle management
- Management of web analytics platform
- Responsible for Core web system replacement implementation
- Led the development team that created the web and mobile user interfaces for Octopustravel.

EDUCATION

Bachelor of Business Administration | Tourism Management 2000
Institute of Technologies of Latin America, Ecuador

INTERESTS

Cloud | Big Data | Travelling | Reading Tech News | Football | AI | Kubernetes

LANGUAGES

English (fluent) •Spanish (fluent)

ACCOMPLISHMENTS

Programme Management:

- Multi-region Suite systems migration projects for Northern Region Airlines which was successfully rolled out
- Served as Project Manager for the launch of pan European User Access Management system.

Leadership:

- Led six multi-national software development teams across four cities in Europe and India.
- Gained board support, planned, designed and worked with IT teams and suppliers to implement a cloud disaster recovery solution for core systems

Innovation:

- System Integration Established compatibility with third-party software products by developing a programme for modification and integration, decreasing costs by 18%.
- Innovation Created a rapid prototyping Agile team to develop and deliver solutions using cloud technologies to aid digitization and business improvement.