

# Alberto Ferrari

Argentina

Technical Program Manager at Minerva Networks

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## Summary

Business-minded professional with experience in TEM, Pay Media, Telecommunications and Port Industries.

Manager with strong work ethics, recognized as honest, dedicated and excellent at facing and solving challenges. Proficiency in both technology and business allows for effective solutions and efficient stakeholder communications.

Wide international exposure handling cultural diversity and virtual teams. Experience in big projects. Available to travel or relocate.

Fluent in English, Spanish and Portuguese – oral and written.

Specialties: Program/Project Management, IT Management, Communication Management, Remote Development, Management of Cross-Functional Teams, Team Building & Leadership, Customer Support Management

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## Experience

Technical Program Manager at Minerva Networks

marzo de 2016 - Present (1 año 3 meses)

Minerva Networks provides an advanced service management platform for IPTV operators.

Responsible for deployment of Minerva 10 into Flow STB/OTT product for Cablevisión Argentina, the most advanced Digital Video Delivery platform in the region.

Integrated Engineering/QA, Professional Services deliverables into the overall solution

Partner at tu-alacena.com

julio de 2014 - abril de 2016 (1 año 10 meses)

Tu-Alacena.com allows customers to shop smart, comparing variety, prices and services of online supermarkets in Argentina based on crowdsourced information and B2B sources.

Operations Manager at TNX Corp.

septiembre de 2014 - abril de 2015 (8 meses)

TNX is a regional company specialized in world-class TEM - Telecom Expense Management Consulting and BPO services, supported by an in-house TEM processing platform and specialized processes.

Responsible for the regional areas of TEM Development, and Delivery and Support of TEM services, reporting to Director of Operations.

Streamlined software development process and support cycle. Led stabilization and performance improvement of TEM back-end virtualized on Azure. Formalized TEM product roadmap and implementation processes. Reinforced relationships with key customers and country operations.

### **Regional Services Head, Americas at Hansen Technologies**

noviembre de 2012 - marzo de 2014 (1 año 5 meses)

Responsible for all Implementation Teams in the Americas, reporting to GM.

Responsible for the PMO Americas, including standardization and supervision of best practices & methodologies, overall resource planning and availability

Formalization and Standardization across regions of Professional Services for the Implementation of ICCv6 Billing and CRM System.

### **Senior Project Manager at Irdeto**

noviembre de 2006 - octubre de 2012 (6 años)

Successful delivery of multimillion-dollar implementation project for a major regional customer spanning 9 countries, 4 million subscribers, involving company's flagship ICCv6 (formerly IBS) Customer Care and Billing system.

Responsible for Planning and overall management of Product Configuration, Legacy Data Conversion, QA/QC, Integration

Customer primary point-of-contact/account manager (Solution Proposal, Project Initiation, Budgeting, contractual documentation, signoff and completion, project and support incident management).

Recruitment, building and coordination of (mixed, remote) Latin America Implementation Teams

Involvement in company's CMMI certification effort

Use of Agile/SCRUM methodology for Product Configuration/Legacy Data Conversion

## **CTO at e-SeaPorts / IMPSA Malaysia**

**enero de 2003 - octubre de 2006 (3 años 10 meses)**

Branch company providing Information Technology services to port cranes worldwide  
with bases in America, South-East Asia, 12 people + Corporate services

Project Management and Delivery: five projects at major ports in Malaysia and Indonesia, with relationships with Worldwide and Regional Port Operators.

Product Management: Conception and Development of Wharf Crane Monitoring Suite, Expert System for Crane Diagnosis. Product Standardization across regions and bases, Implementation of Organic processes and QA

Conceived and Developed Patented technology for Expert Diagnosis of Faults using Artificial Intelligence

## **Business Support Systems Director at AT&T Latin America**

**septiembre de 1999 - diciembre de 2002 (3 años 4 meses)**

Successful, timely startup of Argentine branch

Comprehensive system map: Billing, CRM, ERP (Oracle 11i),

Business specifics (Interconnection, Mediation, ABD, Provisioning)

Oracle, Sybase, Microsoft dev tools and DataBases

Implemented Organic Software Development processes

Market-based approach for service budgeting/delivery

Platform and Applications Manager at Keytech LD

(<http://www.photonics.com/Article.aspx?AID=6684> ), acquired by AT&T in 2000.

## **Computer Data Center Manager at Repsol YPF**

**octubre de 1995 - agosto de 1999 (3 años 11 meses)**

Computer Data Center Manager (as REPSOL Argentina), reporting to Regional IT Director

- Operation of Corporate Data Center attending all South America branches, 22 people in charge

Platform and Applications Manager (as REPSOL Argentina)

- SAP, Data Base and UNIX Support

- overall SAP infrastructure support

Landmark Business Technical Applications Support (as ASTRA CAPSA)

Business Development Group Associate

- Astra Venezuela IT Setup lead

- OPS - Operation & Production System development

Software Engineer at ISI - Ibáñez Soler Ingeniería S.A.

enero de 1991 - febrero de 1992 (1 año 2 meses)

- \* Development of Tele-supervision Software
- \* Development of Microcontroller firmware for Gas Flow Meter in Assembly & C language
- \* Development of basic operating system for Remote Terminal Unit
- \* 3 technicians in charge

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## Education

ESEADE - Escuela Superior de Economía y Admin. de Empresas

Master of Business Administration (M.B.A.), 2000 - 2001

Universidade Federal de Santa Catarina

Master's Degree, Electrical Engineering - Real-time systems, 1992 - 1994

Universidad Tecnológica Nacional

Engineer's Degree, Electronics, 1984 - 1990

Liceo Militar General Espejo

High School, 1979 - 1982

Escuela Cano

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## 5 people have recommended Alberto

"Alberto es un excelente profesional, con un alto grado de compromiso y empuje con los proyectos que lidera y un fuerte liderazgo de los equipos a su cargo. Tiene gran capacidad para la definición y seguimiento de planes de trabajo, generando dinámicas de equipo proactivas y con gran enfoque en los objetivos finales. Muy proactivo en el análisis de nuevas herramientas y potenciales mejoras en los procesos en que se involucra."

—Marcelo Esteves, Gerente de Sistemas Industriales, Calidad y Supply Chain, Ternium, ha trabajado directamente con Alberto en AT&T Latin America.

"It's a great pleasure to work with Alberto. He has solid experience in the enterprise software field and everything becomes easy in his hands. His plans are detailed yet entertaining (yes I mean project plans!) Everybody in his project was crystal clear about what's going on and what's coming. He's such a nice person that I often forget the pressure we've all been through. I hope I can work with him again in the future."

—Hong Huo, Sr. Marketing Manager, LumenVox, ha trabajado con Alberto en Irdeto.

"I had the pleasure of interacting with Alberto for a number of years. He has an amazing combination of management/leadership skills along with a very strong technical background. I strongly recommend him."

—Luciano Giesso, General Manager, U.S.A., Apex America, ha sido el asesor o contratista de Alberto en Repsol YPF.

"Como líder al cual he reportado, Alberto ha sido siempre claro en sus comunicaciones, comprometido con el trabajo del equipo y con un gran conocimiento de cómo cumplir con las expectativas de los Clientes ha sabido siempre guiar hacia el éxito en los objetivos planteados. Desde el inicio fue considerado por los clientes como una incorporación positiva dentro de la organización. Fue un placer trabajar con Alberto."

—Marcos Becerra, Audit Assistant, EY, ha rendido cuentas a Alberto en TNX Corp..

"Alberto is an excellent person, dedicated to the work with efficiency and proactivity. I had the chance to enjoy working with him and appreciate how they build their customer relationships with confidence and trust. Alberto is a business oriented person who balance the operational objectives with the strategy very well and creates very good relationships based on trust and knowledge"

—Gabriel Bonnefon, Gerente de Consultoria, TNX, ha trabajado directamente con Alberto en AT&T Latin America.

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## Profile Notes and Activity (1)

10/5/2017—View by Lorena Lopez Lescano