

JOSE MARIA LOPEZ

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Technology & innovation management professional with 6+ years of experience in product management, business technology analysis and software development.

PROFESSIONAL EXPERIENCE

Sutherland Labs

Senior Engineer, San Francisco, CA (USA)

May 2016– onwards

- Prototyped and showcased the new services portfolio from the Innovation Labs division.
- Developed customer service chatbots, reducing a 20% the number of queries for contact center agents.
- Built an omnichannel solution for contact centers integrating off the shelf with in-house components.

Airbus Group

HR Information Systems Development Team Lead, Sevilla (Spain)

Jul – Dec 2014

- Led and coordinated an outsourced development team for Spain (4 FTEs, ~1M€ budget).
- Pioneered agile project management techniques in order to improve delivery rate and satisfaction.
- Launched continuous improvement Lean practices (5s, visual management, problem solving).

HR Information Systems Product Manager, Sevilla (Spain)

Apr 2011 – Jun 2014

- Re-engineered corporate business processes for simplification, automation and increased performance.
- Delivered a set of ECM tools to generate and archive HR documents for 12000+ employees.
- Strengthened collaboration between in-house and offshore teams in HR, IT and manufacturing.

NGA Human Resources

SAP HR Consultant / software developer, Granada (Spain)

Sep 2009 – Apr 2011

- Developed ERP software and customized SAP HR solution for NGA's French clients.
- Trained and mentored newcomers to growth the nearshore team from 2 to 10 consultants.

EDUCATION

Carnegie Mellon University, Pittsburgh, PA (USA)

Dec 2015

MSc Technology & Innovation Management

GPA 3.91 / 4.00

- Strategy, product management, business analysis (market, risk, finance, supply, R&D).
- Interned at **United Nations Industrial Development Organization** during summer 2015, analyzing business ecosystems to increase innovation in Latin America.

ETSI de Telecomunicacion, Universidad de Malaga (Spain)

Nov 2009

BSc+MSc Telecommunication Engineering

Top 15%

- Electronics, IoT, software engineering, radiocommunications, networks.
- Built an Interactive Whiteboard using a Wii Remote Control for an innovation project.

AWARDS & ACTIVITIES

- Earned a **Talentia scholarship** and an **Erasmus scholarship** to study in USA and France.
- Volunteered into **Airbus Future Leadership** training program.
- Developed **startup business models** as *Entrepreneur Mentor* at Bridge for Billions, Inc.

LANGUAGES & SKILLS

- Spanish (mother tongue), English (fluent), French (fluent), German (elementary).
- Backend developer: SQL, MongoDB, Python, Node.JS, NLUs.
- Technology strategy, business analysis, process re-engineering, product portfolio, project management, international development, ERP implementation, MS Office (advanced).