JOSE LOPEZ

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Senior engineer & tech manager with 8+ years of experience in software development, product management and enterprise technology analysis.

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 (60K+ monthly users) with 20% deflection rate.
- Built in NodeJS and ReactJS, including CRM and social media integration, a dashboard for data analysis and a customizable web widget.

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 Program 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).
- Node.JS, ReactJS, NLUs, Python, SQL, MongoDB.
- Technology strategy, business analysis, process re-engineering, product portfolio, project management, international development, ERP implementation, MS Office.