



*Nicolas Fernandez Lopez has been working in the fields of technology, innovation, customer experience and organizational transformation for more than 15 years with significant international exposure. Nicolas is currently working at Servitelco, a Contact Center / BPO company that helps people with any kind of disability to get integrated into the labour market . At Servitelco, he is responsible for managing and improving customer services/experiences in organizations. He is also a founding partner of CEXIA, a start-up that helps companies understand and apply Artificial Intelligence to their business models. Likewise, he collaborates with training schools and innovation consultancies as a facilitator of agile methodologies and DATA/AI workshops.*

*Throughout his professional experience collaborating with prestigious organizations such as IE Business School, Metro de Madrid, BBVA, ThyssenKrupp, PwC, ArcelorMittal, EDP, Telefonica or Ericsson, Nicolas has learned that one of the greatest challenges of many companies today has to do with changing and adapting to the new way of doing business; shifting from traditional structures to more agile organizations that are closer to customers, and eager to innovate. This realization has led Nicolas to specialize in Innovation, New Technologies, and Customer Experience in order to facilitate the transformation process for many struggling companies.*

*Regarding his professional background, Nicolás is a Telecommunications Senior Engineer from Universidad of Sevilla and holds an International MBA from IE Business School. Additionally, he got certified as a Design Thinking Workshop Facilitator from IE Business School and AI expert from MBIT. Finally, Nicolas has worked in more than 20 countries from Europe, Latin America, Middle East and Africa.*