

# Sergio Urbina

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## Summary

Project Manager with 4 years experience in Broadcasting. Recently graduated from Masters in Management at Vrije Universiteit Brussel in Belgium. I have been in charge of different types of small and medium size projects, from Software Development to Implementation of different solutions (OTT, VOD, OVP, Traffic & Billing, among others), managing diverse teams and resources to complete objectives.

### Core Competences:

- Planning and Scheduling
- Stakeholder Management
- Incident and Problem Management
- PMP
- Waterfall and Agile/Scrum
- Requirements Gathering
- Software Implementation
- JIRA
- Make-it-happen mentality
- Customer focused
- Adaptability
- Constant desire to learn

## Experience

### Project Manager | VGL Chile

October 2013 – September 2017

VGL Chile

Santiago, Chile

- Delivered different projects consisting of software development, software implementation, end to end solutions, headend infrastructure, among others.
- Dealt with different levels of stakeholders, from technical teams to executives.
- Served as Interim Manager of a Service Delivery subdivisions for 6 months, leading 8 engineers in different projects and support services.
- Successfully managed the development of a Subscriber Management Software for a new OTT TV System for Entel Chile.
- Coordinated the implementation of IBMS Traffic & Billing solution for VTR, where I also acted as Implementation consultant, training users and providing client support.
- Led the development team to use an Agile Methodology to improve flexibility and quality.
- Implemented and managed JIRA and Confluence to be used by the Service Delivery and Project Management teams within the company.
- Assisted in other projects doing activities such as Implementation Consultant, Change Requests Management, Project Documentation, amongst others.
- Technology Partners: Kaltura, 24i Media, SintecMedia (Operative), Sagemcom, Thomson, Envivio/Ericsson, SeaChange, Grass Valley, Ineoquest, Trilithic.

### Service Engineer

August 2013 – October 2013

VGL Chile

Santiago, Chile

- Implemented and supported the services for IPTV and VOD systems, as well as other platforms such as Traffic & Billing, Ad Insertion, and others.

### Telecom Engineer & Pre Sales Engineer

February 2012 – June 2013

ITS InfoCom

Managua, Nicaragua

- Undertook different projects for the installation and configuration of Cisco switches and routers for mobile and Internet service networks.
- Collaborated with Sales teams gathering customer requirements and creating technical proposals for new projects.

### QA Analyst & Customer Support

May 2011 – January 2012

SourceTrace Systems

Managua, Nicaragua

- Designed and performed User Acceptance Test for new software.
- Assisted with other project activities such as gathering requirements, training users, and coordinating other activities with developers in India and Costa Rica.

### IT Support Agent

December 2008 – April 2011

ITS InfoCom

Managua, Nicaragua

- Provided 2nd level IT support on site for client Philip Morris Nicaragua.

### IT Support Technician

July 2007 – May 2008

Seguros LAFISE

Managua, Nicaragua

- Provided technical support to over 150 users in all branch offices in Nicaragua.
- Collaborated in the creation of Business Continuity Plans for the office.

## Education

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### Master of Science in Management

Vrije Universiteit Brussel VUB - Solvay Business School

September 2017 – July 2019

Brussels, Belgium

- Honours — *cum laude*

### Postgraduate Diploma in Information Security

Universidad Americana UAM

May 2009 – August 2009

Managua, Nicaragua

### Engineer's degree in Systems Engineering (IT Focus)

Universidad Americana UAM

January 2003 – December 2007

Managua, Nicaragua

## Training

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### PMP & CAPM Certification Workshop

Ennovate Business Trends

May 2017

Santiago, Chile

### Project Management with Scrum

Horus Management Strategy

June 2016

Santiago, Chile

### Initiating and Planning Projects

University of California, Irvine (UCI) Extension

May 2016

Coursera Online Courses

### Customer Service

ITS InfoCom Learning Center

November 2010

Managua, Nicaragua

### ITIL v3 Foundations

ITS InfoCom Learning Center

July 2009 – August 2009

Managua, Nicaragua

## Certifications

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### Scrum Manager Expert

ScrumManager.net & Horus Management Strategy, License 16414

June 2016

### Initiating and Planning Projects

UCI Extension & Coursera, License 5HXLUHKJBDCJ

May 2016

### Cisco Certified Network Associate CCNA

Cisco Network Academy, ID CSC01177236

Nov 2010 – Nov 2013

## Languages

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**Spanish** Native

**English** Advanced (IELTS 2016: 8.0 - CEFR Level C1)

**French** Beginner

## Other Skills

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### Personal

Motivated and Driven, Quick Learner, Mediating Skills, Problem Solving Mentality, Attention to Detail, Planning and Organisation, Collaborative Leader, Teamwork

### Technical

PRINCE2, Change Requests, Resource Management, Vendor Management, Project Documentation and Reporting, Business Process Analysis, Risk Management, Costs and Budgeting, SDLC, Custom Software Development, User Training, User Acceptance Tests, Digital TV, OTT and OVP Media, VOD Systems, TV Advertising

### Software & Tools

Jira, Confluence, Asana, Trello, MS Office, MS Project, Bizagi