



Professional Profile

Telematics Engineering and Master in Management and Productivity, with more than 15 years working in Telecommunications industry and an extensive experience as Technical Sales Support, creating service solution proposals for Latin America and Caribbean, responding efficiently to customers' requests within short deadlines. Versatile professional, having played different roles covering areas such as Computer Programming, Network Operations and Management, Technical Support and Presales Engineer. Wide technical experience, self-motivated and with keen attention to details that ensures completion of projects on time. Now seeking new professional challenges and experience new roles that will make the most of this skill set.

Key Professional Skill Set

- Advanced expertise of managing complex projects relating to technical solutions and commercial proposals
- Leading and working as an integral member of target driven teams across different countries, delivering quality outcomes within an environment of operational excellence
- Nurturing and maintaining robust and resilient, long term customer relationships as a foundation for profitable growth and organisational success
- Strong commercial judgment and operational acumen, coupled with advanced analytical and insight skills
- Excellent problem solving capabilities, adopting a solutions based and logical approach to resolving even the most complex operational issues
- Excellent interpersonal skills, with great ability to work autonomously or as part of multinational teams

Career Summary



PRESALES ENGINEER | JULY 2016 TO JANUARY 2020



ALTICE | DOMINICAN REPUBLIC

KEY ACHIEVEMENTS AND RESPONSIBILITIES

- Provide technical sales support for B2B accounts, advice on technical solutions regarding telecommunications services for corporate customers, preparing technical and commercial proposals, and giving expert technical support to Sales Department in solutions covering SIP, Data and Internet communication
- Execute financial analysis of commercial proposals, taking into account profitability for the company, ensuring expected gross margin and payback are met while delivering an attractive proposal to customers
- Prepare technical solution description and scope of work documentation to accompany commercial proposal for the customers as well as for the handover of the projects to the implementation team, making sure they have all necessary information to deliver successfully
- Participate in customer meetings as support for Sales Department, making presentations and helping to close new negotiations
- Gather information about customer requirements and translate it into new business opportunities



TECHNICAL SUBJECT MATTER EXPERT | APRIL 2009 TO MARCH 2016



ERICSSON | DOMINICAN REPUBLIC

KEY ACHIEVEMENTS AND RESPONSIBILITIES

- Provide in-depth, expert level sales support and advice to Sales and proposal team, covering services dimensioning and quotation preparation for proposals that involved Packet Core and RAN solutions for Latin America and Caribbean customers

- Coordinate presales team efforts to deliver highly complex technical proposals considering all customer requirements, getting involved different operational departments in the presales process to deliver proposals highly accurate in terms of resources, phases and cost included for successful implementation
- Dimension service delivery team for project execution; determine implementation activities necessary for project delivery, as well as the cost involved and execution time estimation
- Support Project Manager to make risk analysis and time plan during proposal preparation
- Develop technical documentation and scope of work for proposal presentation and project implementation

ELS SUPPORT ENGINEER | SEPTEMBER 2007 TO APRIL 2009

ERICSSON | DOMINICAN REPUBLIC

KEY ACHIEVEMENTS AND RESPONSIBILITIES

- System Integration and Technical Support Services for the GPRS System (GGSN and SGSN), Subscribers Provisioning Servers and Charging Mediation Servers (Unix based servers)

INTERNET SENIOR TECHNICIAN | SEPTEMBER 2002 TO SEPTEMBER 2007

TRICOM | DOMINICAN REPUBLIC

KEY ACHIEVEMENTS AND RESPONSIBILITIES

- Technical support, configuration and maintenance of the Internet backbone devices such as routers, switches, firewalls and the DNS, web (Apache), emails (Qmail) and radius servers.
- Automation of different processes of Internet Operation & Maintenance Department and development of web pages and applications using PHP, Perl, MySQL and Cold Fusion

TEACHER | OCTOBER 2004 TO JANUARY 2006

INFOREDES | DOMINICAN REPUBLIC

KEY ACHIEVEMENTS AND RESPONSIBILITIES

- Teaching the following levels: IP Routing for CCNA, Switching for CCNA, Network Fundamentals for CCNA, Installation and Support for LAN

PROGRAMMER | NOVEMBER 2000 TO SEPTEMBER 2002

ACCELERATED COMPUTER TECHNOLOGIES | DOMINICAN REPUBLIC

KEY ACHIEVEMENTS AND RESPONSIBILITIES

- Development of applications for apparel industry and financial institutions, using Cold Fusion, SQL Server, Informix and C programming

Education

- APEC University, Dominican Republic | 2007
Master in Management and Productivity
- Pontificia Universidad Católica Madre y Maestra, Dominican Republic | 2001
Bachelor's Degree in Telematics Engineering

Languages

- Spanish Proficiency: Native
- English Proficiency: Proficient