

NESTOR PEREZ MBA, ITIL, PSM.

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PROFESSIONAL SUMMARY

Electronics and Telecommunications Engineer with a double **MBA emphasis Business Operation and Energy & Mining Sector**, complemented by certifications in **Professional Scrum Master (PSM)** and **ITIL**. Brings over **18 years of leadership experience** in the **ICT and Energy sectors** (including Renewable and High Voltage Transmission), managing complex, cross-functional projects across **IT infrastructure, Operational Technology (OT), Service Delivery, Cloud SaaS, OSS, BSS, Core, RAN 3GPP(LTE, 4G, 5G, UMTS), NOC operations, and mobile networks**.

Proven track record in overseeing enterprise-wide transformation initiatives, integrating digital technologies to modernize legacy systems and drive operational efficiency. Adept at aligning IT/OT functions with business objectives to support strategic decision-making, cyber resilience, and enterprise scalability. Experience includes leading high-performance global teams, developing and executing **strategic technology roadmaps**, and managing end-to-end **project portfolios** in both infrastructure and business application domains.

Core competencies include:

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|-------------------------|------------------------|---------------------|
| - Customer Services | - Product Management | - Business Analysis |
| - Network Operation | - Team Leadership | - Business Strategy |
| - Data Analytic Process | - Operation Management | - Sales Management |

EXPERIENCE SUMMARY

Service Delivery Manager Novalytica Consulting Inc

Jan 2023 – Aug 2025

- Managed end-to-end service delivery for data and analytics projects, ensuring alignment with client expectations, **SLAs**, and quality standards.
- Acted as the primary liaison between clients and internal technical teams, leading regular status meetings and issue resolution efforts.
- Supervised cross-functional teams across data governance, analytics, and infrastructure, balancing workload and priorities to meet project goals.
- Implemented standardized delivery frameworks and operational processes to improve efficiency and service consistency.
- Led the development and implementation of cybersecurity strategies for control systems in the energy sector, enhancing threat detection, incident response readiness, and operational resilience.
- Partnered with sales and solution teams to support business growth, including account expansion and proposal development.
- Monitored project progress, resource allocation, and KPIs, providing executive-level reporting and recommendations.
- Ensured compliance with data security and governance policies, working with clients in regulated industries LATAM companies.

Sr. Presales Operation Manager

Energy Transitions (Renewable Energy) Remote

August 2020 – Dec 2022

Worked in the **Energy Transitions Customer Sales Operations** sector, specializing in **Solar and Wind Plant Projects**. Key initiatives include the implementation of **Neural Platform SaaS**, **Cloud Services** for optimizing energy generation, and **Device Monitoring** solutions tailored for business clients. These projects leveraged **Agile methodologies** to ensure adaptability, efficiency, and the delivery of innovative solutions that drive sustainable energy transitions

- **Technology Implementation & Modernization:** Successfully led initiatives implementing Neural Platform SaaS and Cloud Services to optimize energy generation. Projects included **Microsoft Azure** solutions for operational data integration and reporting. Also contributed to compliance enhancements by aligning data processing systems with ML.
- **Agile Leadership:** Directed the integration of new projects using Agile methodologies, ensuring efficiency, collaboration, and the timely delivery of solutions. Experienced in managing high-performing Agile teams to drive outcomes that support strategic business objectives.
- **Stakeholder Engagement & Service Delivery:** Built and maintained strong relationships with internal stakeholders and external vendors, ensuring seamless delivery of professional services and operational excellence.
- **Revenue Growth & Business Development:** Held full accountability for business development and revenue growth, successfully expanding accounts (e.g., Surtigas, Senergysol) and securing new strategic opportunities that generated over \$2M. These achievements demonstrate the ability to manage complex deliverables and achieve measurable results.
- **Technology Ecosystem Integration:** Delivered strategic insights into current monitoring platforms, advocating for and driving the adoption of superior solutions. Established strong brand awareness and system recognition in the region.
- **Cross-Functional Collaboration:** Worked closely with operational teams, including the Network Operations Center, to coordinate tasks and maintain customer satisfaction. This experience is critical for leading teams that deliver, support, and maintain diverse applications.

Sr. Operation Delivery Solution Manager

IE Consultoria

March 2016 - 2020

- **Strategic Technology Leadership:** Spearheaded research, planning, and the development of technology strategies to enhance IT operations, ensuring alignment with organizational goals and industry best practices.
- **Customer Success and Service Excellence:** Directed business service desk and customer success teams with a focus on cybersecurity support, ensuring secure service delivery, enhancing client trust, and driving continuous improvement in service quality
- **Telecommunications Infrastructure Development:** Successfully led the planning and execution of construction projects, including Telecommunications Tower deployment, meeting project timelines and quality standards.
- **Network Optimization and Integration:**
 - Optimized integration procedures and software upgrades/rollback processes for Telecom Operators' (CLARO Central America and Telefonica Colombia) Core, RAN, 4G, LTE, and UMTS Networks.
 - Validated RAN open protocols, call flow, and system performance (U-Plane, S-Plane, M-Plane) to enhance network efficiency and user experience.
 - Introduced innovative RAN vendor solutions to improve network performance and maintain competitive service delivery.

- **Project Management in IT and Healthcare:** Managed IT projects for state entities, including the development of a unified clinical history system, analyzing data to ensure budget accuracy and operational efficiency.
- **Collaborative Operations Support:**
- Worked closely with Tier 1/2/3 teams to address performance-related issues through advanced ticketing and monitoring systems.
- Integrated elements using the OSS platform and collaborated with Network Operation Center teams to streamline operations and enhance service delivery.

Sr. Network Operation Center (NOC) and Maintenance Manager

American Tower Corporation

May 2012 - 2015

Responsible for the proper uninterrupted operation of all activities related to the Network Operations Center (NOC), including the proper functioning of the system and process related to monitoring, control and reporting of alarms and energy management process of trouble tickets and access control.

- Responsible for all project in the creation of the Network Operation Center in Bogota Colombia, with an invest for 8M dollars.
- Planned and implemented service assurance changes and new technologies.
- Led a team of supervisors and Coordinators Access NOC & Operation & Maintenance relation to compliance processes, policies, and use of best practices.
- Ensured that processes and performance are aligned with NOC and O&M compliance with existing Services Level Agreement and KPIs according to the Client's Operation (Millicom, Telefonica and Claro Operator) and Reducing gasoline consumption in **motor generators by 40%**, helping the client's Opex.

Sr. Regional Recovery Center Manager LATAM

Ericsson

May 2011 – 2012

Responsible for the group in charge of outage recovery at operator's network through LATAM countries that involve Ericsson equipment in all technology 3GPP, 4G, LTE, 3G, Core SGSN, RAN, OSS Platform, IP connection, IMS, and TX.

- Ensure compliance with the requirements of local Telecommunications Regulatory standards and industry standards for operational and technical performance.
- Analyzed the performance of first-line engineering support and recommended better integration with the second- and third-line support organization with the ticketing system, as well as training them to improve **efficiency and productivity by 13%**.
- Assure SLA and KPI according to Customer Operation.
- Monitored top customers' complaints and followed up issues all the way through to resolution by creating projects in cooperation with functional managers and customer care change management committee (CMC) to **improve First Call Resolution by 8%**

Service Delivery Manager

Ericsson

August 2009 - 2011

Responsible for support contracts for WCDMA, 3G and LTE technologies, IMS, Transmission and hardware, all spare parts and software with the telephone operators Movistar – Telecom.

- Ensure that all services are delivered in accordance with contractual commitments through company channels organization improving the **Customer Satisfaction Index up to 96%**.
- Worked with clients and internal teams to design, plan, and customize services to meet specific client requirements. Sold two new **OSS features per 120K USD**.
- Overseen the day-to-day service delivery operations, ensuring that services are delivered on time and within budget. Involved managing service teams and coordinating resources with Project office and Support area.
- Managed the budget assigned for the provision of services, ensuring that resources are used efficiently and profitably with **savings margins of up to 30%**.

PREVIOUS EXPERIENCE

Ericsson de Colombia	Services Engineer Specialist	Jun 05 –Aug 09
Cundinamarca University	Project Planning Leader	Aug 03 – April 05

EDUCATION & PROFESSIONAL DEVELOPMENT

Northern Illinois University Dekalb, Illinois - EE.UU	MBA(Operational Management)	2014
Sergio Arboleda University Bogotá – Colombia	MBA (Energy and Mining Sector)	2013
Cundinamarca University – Colombia	B.Sc. in Electronics Engineer	2002
WES – World Education Services (Canada)	B.Sc. Electronic Engineer	2023

Courses & Certificates

	2021
• ITIL Foundation Certified	
• Scrum Master Professional Certified (SMPC) in Agile Project Management	2022
• Course Fundamental of Project Management and PMP Exam Preparation Toronto Metropolitan University	2024
• ONTEI – Certification in Data Analytic	2025
• Google Advanced Data Analytics in progress	
• AI Fundamental for Project Management	2025
• Data Landscape of GenAI for Project Managers	2025
• Sales and CRM Overview Salesforce	2025

Honors and Awards

- Awarded Best work contribution of 2012 by American Tower Company.
- Certificate of Recognition for extraordinary efforts and valuable contributions by Energy Transition Colombia (2021).
- Magna Cum Lauden **MBA (2014)**