

Liliet Castro

IT Project Manager



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About me

Experienced IT PMP with a background in the telecom sector and 6+ years experience growing services levels for one of the most important TELCO on Latin America. Seeking to leverage leadership expertise as IT project manager.

Skills

Remedy 90%



Microsoft Excel 90%



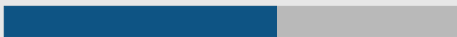
Cisco Call Manager 70%



SCRUM methodology 70%



SQL Server 60%



MicroStrategy 60%



[Leadership, Strong Work Ethic, Goal oriented, Ability to solve problem quickly, Team spirit]

Languages

English 70%



Spanish Native



Education

2004-2009 Bachelor of Information Technology

TESE. México

Latest Courses

2018	Intro to MicroStrategy Business Analytics	MicroStrategy.
2018	PMP Certification course	E-learning Platzi.
2018	Technical English course.	E-learning Platzi
2018	Fundamentals of project management.	E-learning Platzi
2018	SCRUM course.	E-learning Platzi

Experience

2017-Present Implementation engineer

Tlefónica

Coordinating and managing multiple IT projects.
Strong team-building and collaborative talents, including maintaining communication with stakeholders at multiple levels.
Following the correct implementation of services.
Develop action plans to solve problems that affect big clients.
Designing and making reports and dashboards to high-level directors using BI tools like MicroStrategy.

2012-2017 Quality auditor

Tlefónica

Internal audits to check the correct implementation of process and politics.
Making internal reports using AVAYA and CISCO technologies to check levels of service and metrics for each support engineer.
Designing and making KPI's and dashboards to high-level directors.

2009-2012 Database Analyst

Tlefónica

Making ETL process on the loyalty marketing service area.
Stock control.
Making budgets for each quarter.
Designing and making KPI's and dashboards using KPI's for Mobile Telecom Operators as:

- CHURN
- ARPU
- Market Share
- Operational Efficiency
- Subscriber Acquisition Cost (SAC) :
 - Dealer Commission
 - Terminal Subsidy
 - Sales Marketing
 - Distribution