

Carlos Montes Petit



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FOCUS OBJETIVE

With focus to manage all projects assigned and ensure the goals are met, customer's expectations are fulfilled and customer relation be handled in the best possible aligned to scope of contract. In the long term, my roadmap is to continue growing technologically and financially along networking business, contributing the best of my professional experience. For each project I will keep Scope, Quality, Costs and Times in agreement since initial project phase, based in Best Practices as PMI standards.

Academic Information:

University Bellosos Chacin – Maracaibo, Venezuela 1991

IT Informatica Professional

Equivalence studies and professional experience validated by Global Education Group Inc. – USA 2002

Bachelor's degree in Computer Science and **Bachelor's degree in Electrical Engineering** (Low voltage)
(Document available upon requested).

LANGUAGES: English (Fluent), Spanish (Native), Portuguese (Basic).

Technology KNOW HOW: IP Convergence, CISCO IP Networks, SDWAN, MPLS Backbone VoIP (H.323, SIP, MGCP, Megaco [H.248]), PBX, SS7, FXS/FXO, Giga Ethernet, Routers, BGP4, Juniper Firewalls, Cisco Network Access Control (Fedora Based), VPN, Cell Backhaul, VSAT networks, PDSN, GGSN, High Performance DATA CENTERS, BT Cloud Solutions, Big Data, Radio Link, Optical Fiber System, Structured Cabling/Metropolitan, GPON and FTTH, Backup Energy Platform (UPS), Factory/Building Automation over IP, 802.x, 3G1x, 1RTTx, EVDo, COMVERSE (Cell Messaging) and SYBase.

International Standards Knowledge: ITIL Foundation essential, ISO/IEC 27001, PMP of PMI (WBS, PERT, CPM, PDM, ADM, TCO, ROI, BCWS, BCW), RUP, SCRUM Master.

PROFESSIONAL EXPERIENCE

November 2015 – May 2024: British Telecom PLC – Bogota, Colombia

Contract Manager / Business Manager – up to (19) LATAM countries.

Activities:

- Responsible for commercial proposals and customer negotiations for it.
- Responsible for analysis of cost savings and billing reconciliation comes through project impacting to Commercial proposals.
- Monitor closely subcontract budget execution with third parties/subcontract partners and technical teams.
- Billing audit for 19 LATAM countries to Telecom service providers.
- Provide detailed costing and payment terms where applicable, provide P&L accounts in connection with the Change request.

Achievements: growth up to 23% in new business opportunities in BAU (Business as Usual) proposals for LATAM region equivalence to £6.2M pounds annual. Renegotiated new contracts from Transformation projects. Identified and eliminated bottlenecks in the quotation process reducing up to 30% of proposals delivery time.

March 2009 – October 2015: British Telecom PLC – Bogota, Colombia

PMO (Project Management Officer) – up to (19) LATAM countries.

Activities:

- Responsible for Commercial proposals approved in Change Request process.
- Responsible by Customer agreements through RAG, RISK, DELIVERABLES reports also by Change Request process.
- Quality evaluation for all services comes from third parties in Latam Region.
- Select and prioritize the right projects according to the strategy previously agreed with Customer.
- Keep project records updated to all departments of the organization also assist teams with accessing information from other areas of the business as needed, it was essential for expediting communication, improving transparency and increase internal consistency.

Achievements: optimized all process established in Commercial and Project areas reducing up to 20% operation costs.

July 2008 – October 2008: Q&C Ingenieria – Bogota, Colombia

Project Management – makes IT/Inter-networking projects were completed 100% according with times, qualities and conditions agreements.

Activities:

- Responsible for effective communications between project team members, Security Platforms owners and Network Management.
- Responsible for Customer Banks RFP.
- Direct participation on Ethical Hacking program for customers Banks and Universities.

September 2007 – June 2008 Independent Assessor – Bogota, Colombia

Technical Sales Assessor IT & TELECOM

Activities:

- Personal advisor for Private and Public Telecommunications business.
- Advisor for network systems Integration.

April 2006 – August 2007: Innovaciones Tecnológicas y Recreativas S.A. de C.V [Grupo RFranco] – Distrito Federal, MEXICO.

Technical Director

Activities:

Manage team results through coaching, counseling, planning, monitoring work and appraising results as well as ensure appropriate team development through effective recruiting or training for associates.

Achievements: eliminated up to 74% of technical failures at month in the production systems, improve strategies and priorities impacting in process implementation.

January 2005 – March 2006: Franco Technology [Grupo RFranco] – Bogota, COLOMBIA

News Technologies Director

Activities: managing Customer roadmap of solutions and this permitted us that the customer assimilated the focus of their business and commercially the sales were complied with an additional up to 8% on the goals proposed.

Achievements: by previous achievements I was promoted to open new Office in Mexico (Innovaciones Tecnológicas y Recreativas S.A. de C.V) reaching sales up to 3.2M USD\$ annual.

December 2002 – February 2004: Alpha Design & Communications – Tampa, U.S

Solutions Designer IP Services: Design and provide networking commercial proposals solutions to external consultants and third parties. Approve, design and create commercial proposals to our customers.

October 1999 – September 2002: Lucent Technologies – Caracas, VENEZUELA

DATA System Engineer Pre-Sales: Prepare, Design and provide technical solutions and Commercial proposals for telecom customers, such as BellSouth / Movistar and Movilnet/Verizon about Packet Core Data Network. Take care in the Small Bids and Proposals for all our LUCENT Global Accounts.

Achievements: up to 45% products negotiated they were introduced to national market. Distribution channels enlarge their sales up to 20% in Data solutions with focus on Cellular networks.

May 1998 – October 1999: AVAYA – Bogota, COLOMBIA

Network Operation Center (NOC) Supervisor: Leader of Technical Assistance Center Team, Leader of Technical Telecommunications and Call Center Post-Sale Staff.

Achievements: program development with local Universities assigning technological project for students in last year. Implementation of new methodology for troubleshooting in the Laboratory for Data & Voice services issues reducing up to 20% time of solutions.

August 1996 – May 1998: ALCATEL – Bogota, COLOMBIA

DATA Project Engineer: in this position job was as DATA project engineer, we worked on monitor, control and planning project, installations, Post Sales technical with focus on TELECOM Data, working with Voice, Video and Data systems services Telecommunications. RF Planning conducted, ATP for New Base Stations, Site Surveys, Drive Test, Operation and Maintenance to Customers infrastructure (Cellular networks). Troubleshooting, Optimization and Calibration activities of Motorola stations (HD-II, Thin Cell and SC9600) Analog.

October 1994 – August 1996: LINKS S.A – Cali, COLOMBIA

Network Support Engineer / Project Management (Professional Services)

Activities: as Support Engineer I had responsibility and direct participation in Data, Voice and Video networks projects installations, providing technical support to operations platforms, also responsible by customer satisfaction in the following network services: IP routing, X.25, Frame Relay, SNMP, ISDN, Internet, Radio link (Microwave) issues solutions.

Activities: as a Project Management I had responsibility to establish project plan baseline define project scope, secure the necessary resources and plans and monitor all activities.

Achievements: implemented 100% bespoke projects for Data Transmission in Cellular Networks.

November 1991 – July 1994: INGEDIGIT S.A. – Maracaibo, VENEZUELA

Network Support Engineer.

Activities: Ungermann-Bass LAN switches and Cisco Routers network design and implementation, start up, testing and monitor networks, also complete network applications training for end users.

September 1990 – November 1991: UNIDATA S.A. (Microsoft Certified Center) – Maracaibo, VENEZUELA

Microsoft Applications Advisory.

Activities: Provide training to students and professionals of Petroleum Industry, Consultant trainer services briefcase to new markets.

PROJECTS DIRECT PARTICIPATION

- **NESTLÉ – Colombia (2024)**
 - Leader of Business and management escalations of incidents in Latam for 19 countries.
- **SABMILLER – Colombia (2009)**
 - Network interconnection and Monitoring all Headquarters, Factory, Distribution and Administrative Offices in LATAM region. Line manager of 15 team members.
- **Credibanco – Colombia (2007)**
 - Existent Core network replaced by Cisco Routers implemented using Load Balance _ (Data Center)
- **Universidad de los ANDES – Colombia (2007)**
 - Implementation, testing and start up Security network (Firewall)
- **Puerto Rico Telephone Company Inc – Puerto Rico (2001)**
 - Evaluation Design and quote new services as ADSL

- **Venezuelan Army Forces – Venezuela (2000)**
 - LAB modeling testing, Design, Quote and support implementation for all Data, Voice, Video and Security network.
- **Telcel (BellSouth/Movistar) – Venezuela (2000)**
 - Quote Convergence Packet transmission via cellular network.
- **CANTV (Movilnet/Verizon) – Venezuela (2001)**
 - Quote and project management support ADSL network.
- **Cicolac Valledupar (Nestlé Factory) – Colombia (1997)**
 - Design, Quote and project management support
- **EPM – (Empresas Publicas de Medellin) – Colombia (1996)**
 - Cisco LAN switches, routers and Network Management Design Quote and implementation.
- **Celumovil /Cocelco /Colombia Telecomunicaciones S.A.(Movistar) – Colombia (1995)**
 - Testing, Homologation, all protocols for Data Transmission via cellular networks.
- **Petroquimicas Colombiana S.A. – Colombia (1994)**
 - Via optical fiber interconnection, testing and start up 6 Headquarters Building.
- **Pequiven S.A. – Venezuela (1994)**
 - Technical support, configuration, start up and testing Data/ Voice network.
- **Carbones Del GUASARE S.A. – (Carbozulia) – (1992)**
 - Technical support, configuration, start up and testing Data/ Voice network.
- **Lagoven S.A. – (PDVSA) – (Lagunillas _ Venezuela) – (1993 – 1994)**
 - Administrative offices were migrated from WAN (X.25) to TCP/Ip implementing Cisco routers and LAN/NetPrinters Ungermann–Bass switches and Management Monitor network.
- **Lagoven S.A. – (PDVSA) – (Maracaibo _ Venezuela) – (1993 – 1994)**
 - Administrative offices were migrated from WAN (X.25) to TCP/Ip implementing Cisco routers and LAN/NetPrinters Ungermann–Bass switches and Management Monitor network.

COURSES, TRAINING & UPDATES

- ITIL Foundation _ Certificate Number 02352329-01-VT2R – COLOMBIA
- COURSE WORKSHOP PMP Certify, ESCUELA COLOMBIANA DE INGENIERIA (Ref. 1921-ECI001) – COLOMBIA
- TECHNICAL SPECIFICATION AND DESIGN SCOPE SECURITY PLATFORM, FORTINET – COLOMBIA
- INFORMATION SECURITY OVER FORTINET PLATFORMS, CLADIRECT – COLOMBIA
- PSAX ATM MEDIA GATEWAYS (Wireless_Cell Backhaul) Install & Config. LUCENT TECHNOLOGIES – USA
- IPSS 5000&7000 SPRINGTIDE IP Services Switch (PDSN) (Wireless – Packet Data Switch Network) Installation & Configuration LUCENT TECHNOLOGIES – USA
- NAVIS Lightship Configuration and Management IPSS, LUCENT TECHNOLOGIES –USA
- NEW HIRE PRE-SALES & SALES LUCENT TECH. Certification, LUCENT TECHNOLOGIES – USA
- ATM BACKBONE CONFIGURATION, LUCENT TECHNOLOGIES – USA
- NAVISCORE ATM/FR MANAGEMENT FUNDAMENTALS, LUCENT TECHNOLOGIES – USA
- ATM FUNDAMENTALS, LUCENT TECHNOLOGIES – USA
- INTERNATIONAL FIELDS OPERATIONS, LUCENT TECHNOLOGIES, BCS – MEXICO D.F
- CONSULTATIVE LISTENING SKILLS FOR CUSTOMER SERVICE LUCENT TECHNOLOGIES, BCS – COLOMBIA
- FINANCE FOR NON-FINANCE MANAGERS, LUCENT TECHNOLOGIES, BCS – COLOMBIA

- DEFINITY (PBX Administrator and Operations), LUCENT TECHNOLOGIES, BCS – COLOMBIA
- TIME MANAGEMENT, LUCENT TECHNOLOGIES, BCS – COLOMBIA
- ALCATEL CERTIFICATION, FRAME RELAY & ATM, ALCATEL DATA NETWORKS – USA
- CISCO WORKS MANAGEMENT SYSTEM, PROTOCOL INTERFACE INC. – USA
- FUNDAMENTALS & ADVANCED FEATURES AB-8000 CELL, 3Com PRIMARY ACCESS – USA
- CISCO ICRC & ACRC, CENTRO DE TRANSFERENCIA DE TECNOLOGIA – COLOMBIA
- CONFIGURATION & MAINTENANCE APERTURE II, 3Com – DATA CELL TDMA – USA
- CISCO ROUTERS INSTALLATION, MAINTENANCE TROUBLESHOOT, CISCO SYSTEMS – USA
- ETHERSWITCH FUNDAMENTALS AND ADVANCED FEATURES, KALPANA – USA
- MICOM PRODUCTS TECHNICAL FXS/FXO MULTIPLEXOR TRAINING, MICOM – USA
- NETWORK MANAGEMENT NETDIRECTOR, CORPONET – VENEZUELA
- TCP/IP OVERVIEW, CORPONET – VENEZUELA
- SNA & OC/TELNET, CORPONET – VENEZUELA
- BRIDGE AND ROUTERS CONCEPTS, CORPONET – VENEZUELA
- INSTALLATION & OPERATION ACCESS/ONE UNGERMANN BASS, CORPONET – VENEZUELA
- FUNDAMENTALS LAN NETWORKS, INGEDIGIT – VENEZUELA
- CONTROL PROJECT TIME-LINE, UNIDATA, CA. – VENEZUELA
- TEACHING METHODOLOGY, PETROLEUM INDUSTRY TRAINING CENTER – VENEZUELA
- BLUEPRINTS READING AND UNDERSTANDING, INCE – VENEZUELA

EXPERTISE & SKILLS:

Negotiation, Long Term Business Relationship, Supply Management Chain, Management Skills, Critical Thinking, Methodology, Vendor Management, Multiple Projects Simultaneous, Project Management, Resource Allocation, Project Implementation, Stakeholder Relations, Leadership, Communication Skills, Costs Reduction focus, Process Efficiency maintaining high-quality standards, operational excellence and collaboration rooted in ethics and accuracy.

HOBBIES:

Swimming, running, playing piano, mountain biking, read IT News Technologies and photography.

REFERENCES:

- Peter Galsai @ British Telecom PLC (Hungary) _ Contract Manager Director
 - Phone: +36 207 733 246
 - Email: peter.galsai@bt.com
- Alessandro Landi @ British Telecom PLC (Italy) _ Contract Delivery Director
 - Phone: +39 348 900 3098
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- Climaco Camerano @ Juniper Networks (Colombia)
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- Diego Bustamante @ British Telecom PLC (Colombia) _ Human Resources
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LETTER OF RECOMMENDATION (upon request):

- Diego Bustamante
 - British Telecom PLC _ HR

- Peter Galsai
 - British Telecom PLC _ Contract Manager Director

Prepared by:

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