

JEFFERSON ARBOLEDA

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BUSINESS DEVELOPMENT MANAGER

I manage a team of 30+ consultants working in different IT projects for the Spanish public administration. Before that, I worked as a business analyst for Amadeus.

CORE COMPETENCIES

- Negotiation
- Requirements Gathering and Analysis
- Data Visualization
- Detail Oriented

EXPERIENCE

BUSINESS DEVELOPMENT MANAGER

FEB 2021 – PRESENT

ALTEN (PUBLIC SECTOR DIVISION)

MADRID, SPAIN

- Initiated, managed, and monitored IT projects (€1.5M turnover). Customers: Bank of Spain, National Institute of Cybersecurity, Ministries (Territorial Policy, Financial and Civil Service).
- Studied business opportunities based on RFPs, competitors, background with the customer, and predicted success rate, elaborating technical and economical bids for suitable opportunities.
- Managed 30+ consultants in seven projects, following up on their needs and career progression.
- Managed the cost and budget of my unit: P&L, profitability.
- Negotiated, acquired, and deployed software licenses from international SW providers for my customers.
- Worked closely with different teams, being the interface for all actions: Legal, Billing, Recruiting, HR.

Competencies: Accounting, Hiring, Bidding, Negotiation, Excel, Word, PowerPoint, VBA, Python.

BUSINESS ANALYST

OCT 2017 – JAN 2021

AMADEUS (MOBILITY AND INSURANCE, ALTEN)

NICE, FRANCE

- Collaborated with stakeholders to gather business requirements and translate them into working IT solutions, achieving a 100% volume increase in a fast-paced B2B migration context (Expedia.com, Kayak.com).
- Travelled with business team for pre-sales purposes (Kayak.com, US), creating dashboards with visualizations about the product and deep diving on its capabilities.
- Gathered data insights to drive prioritization of items in the team's backlog, using internal APIs and Python.
- Was the facilitator of the maintenance team for eight months, achieving over the target on opened records by the end of year, and taking ownership of maintenance tasks for two different products.

Competencies: Python/SQL, Splunk, API, C++, Excel, Jira, Scrum, Kanban, Specifications writing, Functional testing.

FULL STACK DEVELOPER

FEB 2015 – SEP 2016

TCSET (E-COMMERCE SOLUTIONS)

ALBACETE, SPAIN

- Managed the full cycle of 12 projects, from gathering requirements to maintenance and customer training.
- Optimized SQL data handling to improve catalog updates over +100k products for our own e-commerce portal.
- Reduced incoming weekly tickets by 40% by creating customer ready documentation about our products.
- Reduced downtime to virtually zero by re-engineering and simplifying company's processes.
- Managed domains owned by the company (100+) and migrations between services providers.

Competencies: SQL, PHP, JavaScript, CSS/sass, Magento, Jira, SDLC, Product Ownership.

EDUCATION

MASTER'S IN COMPUTER ENGINEERING (DATA SCIENCE)

2017

UNIVERSITY OF CASTILLA-LA MANCHA

ALBACETE, SPAIN

DEGREE IN COMPUTER ENGINEERING

2011 – 2015

UNIVERSITY OF CASTILLA-LA MANCHA

ALBACETE, SPAIN

LANGUAGES

- Spanish (Native Language)
- French (Conversant – B2)
- English (C1 – Cambridge CAE)