

# Jorge Martínez López

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## Service Delivery Manager

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### Experience

#### Professional Experience

2013–Now **High Touch Operations Manager**, *Cisco Systems*, United Kingdom

- Delivered premium high-touch technical support services to multiple platforms for a strategic global service provider. Being familiar with the customer network, organization and support history, acted as the main point of contact between the Cisco organization and the customer to ensure timely resolution of critical incidents.
- Carried out reporting, case reviews, SLA calculations, trending analysis, and QBRs.
- Lead service improvement initiatives that resulted in significant cost savings for the customer and a higher quality service delivery.
- Became a trusted advisor for customers and colleagues globally by sharing best practices.
- Promoted to team lead after two years in the job.

2009–2012 **Technical Project Manager**, *Alcatel-Lucent*, the Netherlands

Consultant in the Global Customer Delivery team in the Benelux.

- System Integrator Lead for three large projects in the IMS Solution Integration Office for a large Dutch wire-line operator:
  - Supervised a Technical Project Manager in each project, overseeing schedules and resource planning on all three projects, and liaising with the other leads.
  - Led pre-sales support by providing requirements definition and commercial offers for the three projects. Offer definition included in-house hardware and services plus third party resources.
  - Responsible for vendor management within each project, including compliance, offer management and regular project activities.
  - Mentoring activities and on the job training for two new hires for almost six months.
- Tool specialist consultant in a managed services project for a Belgian 2G/3G mobile operator:
  - Responsible for the Operations Support Systems (OSS) tooling (BMC Remedy ticketing, Netcool alarms) for both incident management and new requests to the service provider.
  - Involved in ITIL-based Operations and Rollout processes design, implementation and improvement.
  - Supported integration activities providing input to the project team regarding tools and processes.
  - Responsible of the delivery and agreement with the customer of 100+ operational reports (including KPIs).
  - Contributed to the disaster recovery plan and co-authored the exit plan.

#### Volunteer Experience

2004–2007 **Various roles**, *Erasmus Student Network*

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### Education and Training

London – United Kingdom

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## Certifications

- 2016 **ITIL® Intermediate certificate in IT Service Transition**, *BCS Professional Certification*
- 2016 **ITIL® Intermediate certificate in IT Service Operation**, *BCS Professional Certification*
- 2015 **Emergency First Aid at Work and Automated External Defibrillation**, *Cisco*
- 2009 **Foundation Certificate in Software Testing (ISTQB)**, *BCS Professional Certification*

## Professional trainings

- 2017 **AWS Technical Essentials**, *Amazon Web Services*

## Degrees

- 2008 **M.Sc. in Telematics**, *University of Twente*, Enschede, the Netherlands  
Thesis in "Dynamic Service Composition in an Innovative Communication Environment".  
"Bonsai" Study Tour to Japan in February 2008, topic "Smart Surroundings".
- 2008 **Degree in Telecommunications Engineering**, *Universidad Carlos III de Madrid*, Madrid, Spain  
Majored in "Planning and Management of Telecommunications", including management courses not specific to telecommunications, such as business administration, human resources, quality management, and innovation.  
Socrates/Erasmus student exchange program at the University of Twente from September 2003 to March 2004.

## Master thesis

title *Dynamic Service Composition in an Innovative Communication Environment" (EU FP6 SPICE)*

supervisors L. Ferreira Pires, M. van Sinderen, E.M. Gonçalves da Silva

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## Languages

Spanish Native

English Full professional proficiency

Dutch Professional working proficiency

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## Interests

Basketball Played at university and at a regional league in the Netherlands.

Free software Linux hobbyist, I contribute by reporting bugs, participating in mailing lists, etc.

Travelling Visited many countries, mostly within Europe.

Photography Taking photos of London (and other places) whenever I have the chance.

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## Additional information

- Latest version of this résumé available at <https://github.com/jorgeml/resume/raw/master/resume.pdf>.

London – United Kingdom

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