

# Jorge Martínez López

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*Telecom Professional*

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## Experience

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

Three years experience as a consultant in the Global Customer Delivery team in the Benelux.  
Detailed achievements:

- In 12 months, was System Integrator Lead for three large projects:
  - 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 (up to 3 vendors per project), including vendor compliance, offer management and regular project activities.
  - Mentoring activities and on the job training for two new hires for almost six months.
- Worked two years as 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 with respect to 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.

2008 **Research & Development Intern**, *Smart Signs Solutions*, The Netherlands.

Worked part-time a few months to finance a study trip to Japan.

Detailed achievements:

- Development of guest detection functionality using RFID in a smart wayfinding platform.
- Customized deployment of a Linux distribution.
- Investigation and resolution of wireless networking issues.

2006 **Innovation Department Intern**, *Bankinter*, Madrid.

Second-line technical support of the mobile applications developed by the bank: mobile banking and stock trading.

Wrote documentation for the first-line of support team

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## Education

2009 **Foundation Certificate in Software Testing (ISTQB)**, *Information Systems Examinations Board (ISEB)*.

*London – United Kingdom*

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- 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 **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.

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## Languages

Spanish **Native**  
English **Proficient**  
Dutch **Medium**

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## Interests

Basketball Played at the University and at a regional league in the Netherlands.  
Free software Linux user, I contribute by reporting bugs, participating in mailing lists, etc.  
Travelling Visited many countries, mostly within Europe.  
Photography Point-and-shoot, looking forward to buy a DSLR.

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## Awards

- o Alcatel-Lucent’s “A Night Out” for the outstanding effort in the Belgian mobile operator project.
- o Erasmus Student Network Alumnus (Honorary life-time membership) for my contribution during a period of three years in two local sections. Participated and sometimes organized national and international events (workshops, meetings, etc.). Served as Vice-National Representative for Spain.

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## Additional information

- o LinkedIn profile available at <http://uk.linkedin.com/in/jorgeml>
- o Latest version of this résumé available at <https://github.com/jorgeml/resume/raw/master/resume.pdf>

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